



Hear Us

Croydon 2022

Croydon's Mental Health Service User Group

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

**Chapter 6:
Croydon's support
services for carers.
Information about services
to help vulnerable adults
and victims of abuse and
services for older adults.**

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 MS TEAMS.

Mind in Croydon's Information Directory

Please use this Hear Us Guide along side the online mental health drectory 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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Carers' Services - Mind in Croydon

Are you living in Croydon, 16 years or above and looking after someone with a mental health problem? If so you are a carer. Carers can be relatives, partners, friends or neighbours.

Mind in Croydon have a number of Carers' Services including Counselling, Drop-In, Groups and Support.

As a carer you may not be aware of what help there is available to you. The Carers' Support Service can provide you with:

- Information on services available
- Support to access help you need
- An advocacy service
- Emotional support
- Access to events and workshops
- An opportunity to meet other carers
- Opportunities to get involved in the planning and development of services for carers.

There is also a carers support group once a week:



1pm-3pm Tuesdays



Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA



0208 688 1210



www.mindincroydon.org.uk/how-we-can-help/carers-services



Carers Support Centre

The Carers Support Centre is a drop-in centre for carers in Croydon where a friendly, dedicated team is on hand to offer advice for those caring for a child or adult with an illness, disability or frailty. The Centre also houses the Carers Support Network.

The Carers Information Service

Runs the Carers Support Centre. Information and advice service for carers living in, or caring for someone who lives in, Croydon. Carers are welcome to contact us with any query they may have as a result of their caring role.

The logo for the Carers Information Service is a purple speech bubble with the text 'Carers Information Service' in white. Below it is a smaller, light blue speech bubble pointing upwards.

**Carers
Information
Service**

- Casework service offering in-depth support and advocacy such as liaising with social services and attending meetings.
- Free training courses and information sessions on practical skills such as first aid, and personal development topics such as assertiveness.
- Free publications, including a regular newsletter (Carers News) and a monthly e-bulletin (What's New for Carers?).
- Publishes 'How To...A Guide for Carers in Croydon' - a series of factsheets covering all aspects of caring.
- Produces a carer's emergency card - a simple tool designed to give carers more peace of mind.



020 8649 9339 option 1 (10am-5pm Monday-Friday)



Drop-In service 10am-1pm Mon-Fri. Just drop in.



enquiries@carersinfo.org.uk



www.carersinfo.org.uk



Carers Support Centre, 24 George Street,
Croydon, CR0 1P



Drop-in service Mon-Fri 10am-1pm. Just drop in.

Young Carers Service

TALK TO US

The Project is part of "Off The Record," a counselling service for young people aged from 7 to 25 years. They offer:



- emotional support
- advocacy
- educational support
- learning support club
- fundraising
- befriending and counselling
- young carers assessment



020 8649 9339 opt 2



www.talkofftherecord.org



youngcarers@talkofftherecord.org



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

Croydon NSF Support Group

Part of Rethink, the NSF (National Schizophrenia Fellowship) support group aims to be a safe place for carers to offload their problems and support each other, knowing they will not be judged. They have occasional speakers, and try to be involved in local decision making to help improve the situations of carers and their loved ones.



Third Wednesday of every month from 7pm-9pm



020 8660 3746 (Irene)



07757 602072 (Group)



ireneoliver77@aol.com



United Reformed Church (the Primary Room),
Addiscombe Grove, East Croydon, CR0 5LP

Carers: Advice/Support - Croydon Council

Find out what support the council and other organisations can offer if you are a carer, or apply for a carers assessment.

If you care for an older person or an adult who is disabled or ill, you are entitled to a carer's assessment. The assessment looks at how your caring role affects your wellbeing, and whether you are entitled to any support.



www.croydon.gov.uk/adult-health-and-social-care/carers-family-and-friends/carers-advice-and-support



020 8663 5664



assessments@carersinfo.org.uk

Who else can help?

Age UK Croydon



020 8686 0066

Carers Direct



020 3904 4520

Carers UK



0808 808 7777

Charging Helpline - assistance with financial assessments & form filling



020 8760 5676

Cranstoun (if you are affected by someone else's substance misuse)



020 8335 1830

Croydon Mencap - for carers of someone with a learning disability



**020 8684 5890
020 8662 9201
(Leslie Park)**

Croydon Voices Forum



020 8464 7052

Direct Payments Support Service (Penderals)



02476 511611

John Whitgift Foundation



020 8680 8499

Princess Royal Trust for Carers



01264 835246


Sibs - For brothers and sisters of disabled children and adults



01535 645453

Croydon Safeguarding Adults Service

Helping protect adults who may be vulnerable to abuse because of their mental health. Anyone might abuse. It could be someone in your family, professional staff, care workers, volunteers, other service users, neighbours, friends or strangers. Abuse can be Psychological, Physical, Sexual, Financial or Neglect.

Emergencies - If you are injured or in immediate physical danger, contact the police and other appropriate emergency services without delay. **Emergencies dial  999.**

TO REPORT ABUSE



020 8726 6500 and say you wish to report a case of suspected abuse or neglect



www.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult

Women's Aid

Women's Aid is the national charity for women and children working to end domestic abuse. They are

a federation of over 220 organisations providing more than 300 lifesaving services to women and children across England.

women's aid
until women & children are safe

- For women and children escaping domestic violence
- Floating support team
- Telephone support, advice, housing options
- Other support issues relevant to individual needs



0808 2000 247 Freephone National Domestic Abuse Helpline (open 24 hours)



helpline@womensaid.org.uk



www.womensaid.org.uk

Please note, they cannot respond to emails by telephone as safety may be compromised. If you wish to speak to somebody please call the number above.



Women's Aid Federation of England,
PO Box 3245, Bristol, BS2 2EH

Galop (Previously Broken Rainbow)

The National Lesbian, Gay, Bisexual and Trans (LGBT) Domestic Abuse Helpline provides confidential support to all members of the LGBT communities, their family, friends, and agencies supporting them. The helpline is run by trained LGBT people and provides a space where you can talk through what is going on, and explore your options. They can:



- provide confidential information, advice and support
- help you create your safety plan
- explore options around housing, legal advice, counselling and local support groups
- tell you about your local LGBT friendly services
- discuss the possibility of reporting to the Police



help@galop.org.uk



www.galop.org.uk



0800 999 5428 (National LGBT+ Domestic Abuse Helpline)



020 7704 2040 (LGBT+ Hate Crime Helpline)

Respect

Men's advice line

Respect Men's Advice Line

Men's Advice Line: a confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).

They are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.



9am-8pm Mon-Fri



www.mensadvice.org.uk



0808 801 0327



info@mensadvice.org.uk

RASASC

The Rape & Sexual Abuse Support Centre (established since 1985 in Croydon) supports all women and girls over 13 who have suffered from:

- Rape
- Child Sexual Abuse
- Exploitation
- Sexual Assault
- Ritual Abuse or Trafficking



An accredited therapist; a National Helpline; an Advocacy Service for survivors thinking about/wanting to report a sexual offence; Awareness and Prevention Training; Outreach for women involved in prostitution; Independent Sexual Violence Advocates (ISVA).



National Freephone Helpline: 0808 802 9999



12pm-2.30pm; 7pm-9.30pm; daily



www.rasasc.org.uk



info@rasasc.org.uk



PO Box 383, Croydon, CR9 2AW



VICTIM SUPPORT

Victim Support, South London

Offering help and advice (including legal advice) to both males and females on a range of issues & emotional support and practical information to victims of crime.



Your Supportline is 08 08 16 89 111 (24/7)



Your local Victim Support Inbound Team 0808 168 9291



8am-8pm Monday to Sunday including bank holidays



www.victimsupport.org.uk



Fill in form on website

The National Domestic Violence Helpline (24 hours)



Freephone Helpline 0808 2000 247



www.nationaldahelpline.org.uk

(access live chat 3pm-10pm Mon-Fri)

If you are in immediate danger, please call 999

Helpline run in partnership with Refuge

Refuge



For women and children.
Against domestic violence.



www.refuge.org.uk



020 7395 7700



helpline@refuge.org.uk

Vulnerable Adults; Who else can help?

Bromley & Croydon Women's Aid



020 8313 9303

Crimestoppers



0800 555111

FJC (formerly Family Justice Centre)



020 8688 0100

National Domestic Violence Helpline



0808 2000 247

NSPCC (Child Protection) helpline



**0808 800 5000
0800 1111
(18 or under)**

**Respect Phonenumber
(Perpetrators Abusers)**



0808 802 4040

**Say No To Hate - Report hate crimes
and harassment**



101

Welcare - family support charity



**020 7820 7910
020 8466 0399
(Bromley)**

Age UK Croydon

Age UK Croydon offers people practical help and advice to maintain independence later in life and encourages healthy living.



Information and Advice - Confidential information, advice and advocacy on a range of topics including: Welfare benefits; Self-help support; Housing advice; Health, social and community care; Signposting to local services

Advice Services Croydon (ASC) is a consortium of three local charities; Age UK Croydon (Lead Organisation), Croydon Vision and Disability Croydon.

- **Personal Independence Coordinators (PICs)** - help people identify their own goals to regain independence and live the life they want to live.
- **Healthier Lifestyle project** - a holistic approach, looking at physical, mental and social health, focusing on support for older people.
- **Memory Tree Café** - for those with dementia and their carers. Chat and meet new people. Join activities - singing, music, quizzes, talks.
- **Personal Safety and Falls Prevention** - helps older people who have fallen or are at risk of falling at home.
- **Activities and Events** - includes Exercise, Knit and Natter, Tech Support, Art, Gardening, Games and Chat, Choir, Reading, Tai Chi.



www.ageuk.org.uk/croydon



020 8686 0066 (10am-4pm Mon-Fri)



aukc@ageukcroydon.org.uk



81 Brigstock Road, Thornton Heath, CR7 7JH

Croydon Neighbourhood Care Association

CNCA has a Befriending service for elderly carers and families caring for an elderly relative. The service is made up of home visits, weekly calls and a texting service.

The following criteria required: Elderly vulnerable people with complex needs or carers of these people; Living alone and isolated; Must live in London Borough of Croydon; Housebound; Minimum of 65 years old



020 8654 4440



info@cnca.org.uk



9.30am-4pm Mon-Thu



www.cnca.org.uk

Older Adults; Who can help?

Age UK Advice Line



0800 678 1602

020 8686 0066 (Croydon)

Alzheimer's Society



0330 333 0804

0333 150 6456 (Dementia)

Carelineplus - provides home safety and personal security system



0208 654 7166

Community Mental Health Team for Older Adults (Croydon Sth) (MHOA)



020 3228 9531

Independent Age Helpline



0800 319 6789

Meals on Wheels



020 726 6500

National Care Line



0800 0699 784

Psychiatric Liaison Service



020 3228 0122

Safeguarding Adults Team Croydon



020 726 6500

Silver Line



0800 4 70 80 90

Staying Put - Croydon Home Improvement Agency



020 8760 5505

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Bromley & Croydon Women's
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HEAR US MEMBERSHIP

Receive regular invites to our monthly Open Forum, to participate in discussions with commissioner 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