



# Hear Us

## Croydon 2022

Croydon's Mental Health Service User Group

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

**Chapter 3:  
South London and  
Maudsley NHS Trust,  
inpatient, community &  
crisis services.  
Addiction services, talking  
therapy organisations and  
Books on Prescription**

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](http://directory.mindincroydon.org.uk)

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The Croydon Health and Wellbeing Space (CHWS) is a new community mental health service that opened in January 2022. The Space is provided and managed through a partnership between Mind in Croydon, Croydon BME Forum and the NHS. The Service provides access to support as well as advice, information and support to enable people to overcome barriers to manage their mental health and independence, including access to welfare benefits, housing, money and debt management, education, training and employment. Support will include helping you look after your health and wellbeing, including support when you're in a time of crisis. The service is free, and you will incur no cost when accessing any of the services.

## **Referral Details:**

### **You can access services the following ways:**

You can **self refer** by attending the physical space located at the Whitgift Centre

A referral can be completed by a healthcare professional such as your Care coordinator - completed referral form to [ch-tr.CHWS@nhs.net](mailto:ch-tr.CHWS@nhs.net)

A referral can be completed by one of our partner organisations - completed referral form to [ch-tr.CHWS@nhs.net](mailto:ch-tr.CHWS@nhs.net)

You can also access the Space virtually through our website. There is also a contact form on the service website where you can request to speak to a support worker, who will then contact you

## **Access Days and Time:**

The Space is open from 10am to 6pm Monday to Saturday, and Sunday from 11am to 5pm (excluding bank holidays).



0203 154 9542



[Info@croydonhws.co.uk](mailto:Info@croydonhws.co.uk)



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



Croydon Health and Wellbeing Space  
Whitgift Centre Unit 1101-1102, Croydon, CR0 1UY

## Working in Partnership



South London  
and Maudsley  
NHS Foundation Trust



South West London  
Clinical Commissioning Group

## Get involved SLaM Membership

### What does becoming a member actually mean?

“If you become a member of the Trust, you can help ensure that SLaM are more accountable to the people they provide services for, and that they are better at listening to people’s views. They would like members to be active in helping shape our services for the future, but it is up to you to decide how much you want to get involved. There is no cost involved in joining. You’ll be invited to attend events and you’ll receive regular information about the Trust. SLaM will also ensure that you are consulted on specific issues affecting the Trust.”

South London and Maudsley NHS Foundation Trust provides the widest range of NHS mental health services in the UK. SLaM also provide substance misuse services for people who are addicted to drugs and/or alcohol. SLaM services include the Maudsley Hospital and Bethlem Royal Hospital. SLaM work closely with the Institute of Psychiatry, King’s College London. SLaM are part of King’s Health Partners Academic Health Sciences Centre.

**Who can be a member?** Anyone who has an interest in Mental Health: health and social care professionals, service users, carers and members of the public. Reasons to become a member of SLaM:

- put yourself forward for election
- sign up and have a vote
- help to determine SLaM priorities
- contribute to the voice of SLaM



020 3228 6000



membership@slam.nhs.uk



[www.slam.nhs.uk/about-us/get-involved/membership](http://www.slam.nhs.uk/about-us/get-involved/membership)

## South London and Maudsley

NHS Foundation Trust

Bethlem Royal Hospital is based in over 200 acres of green space in the London Borough of Bromley, South East London. The hospital is home to a number of our specialist services for people from across the UK

Visiting by public transport: Transport for London (TFL's Journey Planner) may help you plan your route.

**By rail:** The nearest stations are Eden Park (Zone 5) and West Wickham (Zone 5). From Waterloo East, London Bridge, Cannon Street and Charing Cross - take the Hayes train.

**From Eden Park station:** turn left along Links Way at the junction with Monks Orchard Road/South Eden Park Road walk down Monks Orchard Road; the hospital is on the right hand side at the of the road. Or bus 356 outside the station.

**From Victoria station:** go to East Croydon and take either the 119 or 194 bus to Monks Orchard Road.

**By tram:** An interchange with London trams is provided at Elmers End Station, one stop by train from Eden Park.

**By bus:** Routes 194, 356, 358, 119 (24 hrs), 494 and 198 service the Hospital.

### **Travelling between Bethlem Hospital and Maudsley Hospital**

There is an inter-hospital bus which runs at the following times.

From Bethlem to Maudsley: 7.30am, 9.30am, 11.30am, 1.30pm, 3.30pm, 5.30pm

From Maudsley to Bethlem: 8.30am, 10.30am, 12.30pm, 2.30pm, 4.30pm, 6.15pm

The service runs from Monday to Friday only. The journey takes approximately 35 minutes (depending on traffic).

South London and Maudsley  
NHS Foundation Trust



## Bethlem Royal Hospital

**Bethlem Royal Hospital,  
Monks Orchard Road,  
Beckenham,  
Kent, BR3 3BX**



**020 3228 6000**

### Female Wards

#### Gresham 1



**020 3228 4067/8**

#### Fitzmary 1



**020 3228 4407/12**

**The Female Wards** provide an inpatient service that brings together teams of health and social care professionals, including nurses, social workers and psychiatrists. For people who have acute mental illness and require 24-hour hospital care.





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NHS Foundation Trust

## Bethlem Royal Hospital

### Male Wards

#### Gresham 2



**020 3228 4018**

#### Gresham PICU



**020 3228 4450/9**

#### Tyson West 1



**020 3228 7700**

### Male Wards

provide an inpatient service that brings together teams of health and social care professionals, including nurses, social workers and psychiatrists. For people who have acute mental illness and require 24-hour hospital care.

### Westways Rehab Unit Alexandra House, 1st Floor



**020 3228 5878**

This ward has 18 beds for people, aged 18-65, who have severe mental illness



South London and Maudsley  
NHS Foundation Trust



## Bethlem Royal Hospital

### **Personality Disorder Service Alexandra House, The Touchstone Centre**



**020 3228 8541/2**

This service provides two structured day programmes, intensive group psychotherapy and individual psychotherapy sessions.

### **The SUN Project Croydon Voluntary Action (CVA), 82 London Road, Croydon, CR0 2TB**

The SUN Project is for people who have long standing emotional and behavioural problems, and who may feel they do not get adequate support from mainstream services.



**020 3228 8541/2**

South London and Maudsley



NHS Foundation Trust

## Bethlem Royal Hospital

### Mother And Baby Unit Fitzmary House



**020 3228 4265/55**

This service specialises in the treatment of antenatal and postnatal illnesses. This service is for women who develop a mental illness or have a relapse of serious mental illness during pregnancy, and women who have developed postnatal depression, post partum psychosis or have had a relapse of serious mental illness following the birth of their baby.

### Chelsham House



**020 3228 4373**

This service provides inpatient assessment, treatment and care for people aged over 65 with acute mental illness or under 65 for people who have dementia.

## People who attend one of the Resource Centres usually have:

### A Care Plan

A Care Plan is a written agreement stating what help you can expect in your recovery. It acts as a reminder about what should be happening and should change as your situation and needs change.

- you and your clinician should write your Care Plan together
- your care plan should make sense to you and be helpful to you
- it should cover all aspects of your recovery that are important to you, such as housing, welfare, education, employment support as well as your medication and what to do in a crisis
- your Care Plan should be regularly reviewed
- you should sign and have a copy of your Care Plan.

### A Care Coordinator

You may be allocated a Care Coordinator if you need more than one service involved in your care.

- you should expect to see your Care Coordinator regularly to get the help and support agreed in your Care Plan.
- your Care Coordinator should find out about what you need; including about your physical health.
- your Care Coordinator should involve you fully in your care and treatment
- your Care Coordinator should ensure you have a copy of your Care Plan

### If you have any questions or concerns about your Care...

- speak to a member of your Care Team
- ask for a copy of your Care Plan

South London and Maudsley



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## Jeanette Wallace House

Croydon Assessment and Liaison Team provide a service for people aged 18-65 who live in the London Borough of Croydon and are registered with an aligned GP Practice and have a primary diagnosis of a mental illness.

They provide advice on the best treatment and care options available to people who have moderate to severe mental illness, such as anxiety, depression or personality disorder.

They have a team of health and social care professionals, including nurses, doctors, social workers, and psychologists. They also work closely with the patients, their carers and GPs.

### Croydon Assessment and Liaison Team



**020 3228 0365 opt 1**

**1 Edridge Road  
Croydon, CR0 1FE**



**020 3228 6000**



## Jeanette Wallace House (continued)

### Croydon Central Locality Team (3rd Floor)



CroydonCentralLocalityTeam@slam.nhs.uk

Consultants: Dr Panayiota Michalopoulou,  
Panayiota and D Stelios Orfanos

Admin Manager: Stacey Blake



Stacey.Blake@slam.nhs.uk

Team Manager: Henni Deringh



Henni.Deringh@slam.nhs.uk

Senior Clinical Practitioner: Nancy Armah  
Service Lead: Nazeemah Surfraz



020 2288 0332



07773 108159



## Jeanette Wallace House (continued)

### Croydon North Locality Team (4th Floor)

 CroydonNorthLocalityTeam@slam.nhs.uk

Consultants: Dr Avirup Gupta and Dr Nkechi Iwegbu

Admin Manager: Matt Lucas

 Matt.Lucas@slam.nhs.uk

Team Manager: Ewurama (Ama) Quarm

 Ewurama.Quarm@slam.nhs.uk

Senior Clinical Practitioner: Lessane Haughton  
Service Lead: Alvin Romero

 0203 2280349

 07710 066947



## Jeanette Wallace House (continued)

### Croydon South Locality Team (1st Floor)



CroydonSouthLocalityTeam@slam.nhs.uk

Consultants: Dr Panayiota Michalopoulou,  
Panayiota and D Stelios Orfanos

Admin Manager: Genevieve Gould



Genevieve.Gould@slam.nhs.uk

Team Manager: Khara Gray (Interim)



Khara.Gray@slam.nhs.uk

Senior Clinical Practitioner: Maria Queally

Service Lead: Laura Troughton



020 2288 0396



07525 237339





South London and Maudsley   
NHS Foundation Trust

## Queens Resource Centre

**66a Queens Road  
Croydon  
Surrey, CR0 2PR**



**020 3228 5800**

**Recovery and Rehab Unit**



**020 3228 5848**

**Forensic Service**



**020 3228 5800**

**Early Intervention (COAST)**

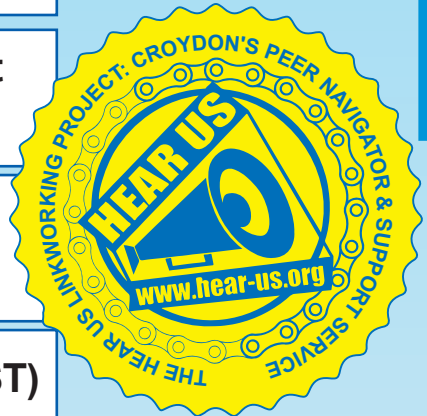


**020 3228 5800**

**OASIS Service**



**020 3228 5800**



**OASIS** is a health service for young people aged 14-35, who are experiencing psychological distress





## Monday to Friday 9am-5pm

If you **ARE** receiving support from secondary Mental Health Services Go to your Resource Centre and ask to speak to a duty person

**Immediate Risk**

If you feel that you are an immediate risk to yourself or to someone else, phone 999 and ask for an ambulance or the police

**Dial 999**

If you **ARE NOT** receiving support from secondary Mental Health Services contact your GP or if you are at Immediate Risk

**Immediate Risk**

If you feel that you are an immediate risk to yourself or to someone else, phone 999 and ask for an ambulance or the police

**Dial 999**

Call the SLaM (South London and Maudsley) 24-hour information line



Available 24 hours of the day, 7 days a week. A member of staff should be able to advise you where and how to get the help you need.



0800 731 2864 Opt 1



## Out of Hours Services

You should attend A&E Department at Croydon (Mayday) University Hospital and ask to see the Psychiatric Liaison Team



020 8401 3000



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




Croydon University Hospital (formally Mayday)  
530 London Road, Croydon, CR7 7YE

## Telephone Numbers for Support in a Crisis. DON'T SUFFER ALONE.



Croydon Doctors on Call 6.30pm-8.30am weekdays, 24hrs weekends and bank holidays. 0845 603 8517

Croydon Pharmacy 8am-8pm Mon-Sat 9am-8pm Sun 020 8688 5544

Edridge Road Community Health Centre (Previously the Walk-in Centre) 020 3040 0800  
 You don't have to be registered at the Centre to see a doctor. Opening times: 8am-6.30pm Mon-Fri; 8am-12pm Sat; Closed Sun.  
 Impact House, 2 Edridge Road, Croydon, CR9 1PJ

Emergency Dental Care Croydent Phone for opening times. Surgeries held at Edridge Road Walk in Centre. 111 (NHS 111)

NHS 111 A 24-hour confidential helpline providing advice and information on a range of health issues. 111

Samaritans 24hr a day 365 days a year Samaritans volunteers have heard many people's stories, and you can discuss anything with them in complete confidence. You do NOT have to be suicidal to call for help. 116 123

SANEline Provide confidential emotional support, practical help and information for people with mental health problems. 0300 304 7000 4.30pm-10.30pm

Social Services Out of Hours Social Services. 020 8726 6000

## The Recovery Space



What is the Recovery Space?

A non-clinical, safe space for a maximum of 10 persons per evening (delivered in a flexible manner, providing both face to face and remote online / telephone support where needed). A supportive environment for people in social mental health distress as an alternative to using other crisis services. Short term support for an initial 4 weeks with the possibility for two Recovery Support Group sessions (total 6 weeks).

Who can refer? The Recovery Space will accept referrals who have been fully assessed and clinically cleared. They do not accept self-referrals or drop-ins.

Who can use the Recovery Space? 18 years and over; Living in Croydon; Experiencing a mental health crisis as a result of social issues AND Have been assessed by SLAM clinicians or GPs and do not require inpatient admission or clinical input.



10 Altyre Road, East Croydon, CR0 5LA



6pm-11pm, 365 days a year (Last face to face admittance 9.30pm; Last telephone assessment 10.30pm)



07729 102 613 (Enquiries/referrer support line)



12pm-11pm Mon-Fri; 6pm-11pm Sat-Sun



[recoveryspace@mindincroydon.org.uk](mailto:recoveryspace@mindincroydon.org.uk)

## Body & Soul



Body & Soul is an innovative charity that uses a comprehensive, community-based and trauma informed approach to address the life-threatening effects of childhood adversity in people of all ages.

In 1996 they were established to address the gap in HIV services that provided targeted support for children, young people, and families. They have developed a 'whole person' model of care rooted in a strengths based approach that nurtures connection, healing and growth.

They take a systemic and humanistic approach that is collaborative and solution focused. Through building members' protective factors they promote and develop resiliency, interrupt latent vulnerability and transform lives.

There is a substantial body of research showing that the stress associated with adverse childhood experiences can have life-long consequences for health and well-being. According to the World Health Organization, "such stress can lead to serious problems such as alcoholism, depression, eating disorders, unsafe sex, HIV/AIDS, heart disease, cancer, and other chronic diseases".



99-119 Rosebery Avenue, London, EC1R 4RE



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



020 7923 6880



[enquiries@bodyandsoulcharity.org](mailto:enquiries@bodyandsoulcharity.org)

## No Panic



No Panic is a totally voluntary charity, whose aims are to aid the relief and rehabilitation of those people suffering from Panic Attacks, Phobias, Obsessive Compulsive Disorders, related Anxiety Disorders, including Tranquilliser Withdrawal, and to provide support to sufferers and their families.



Helpline 0300 772 9844 (10am-10pm Every day)



Crisis Number 01952 680835  
(This is a recorded message available 24 hours)



admin@nopanic.org.uk (Office 9am-5pm Mon-Fri)



www.nopanic.org.uk

## The Samaritans



They are there for people when they need them, which could be any time of day or night. People talk to them for as long as they like, as many times as they like. They don't rush, interrupt or push anyone out of the door. They let people lead the conversation at their own pace. There's no waiting lists, and no assessments.



116 123



0330 094 5717 local charges apply



jo@samaritans.org



www.samaritans.org



2B Kidderminster Road, Croydon, CR9 2BQ

# Crisis: In distress - who to call; where to go

 Local and National Helpline Numbers		
Alzheimer's Society		0330 333 0804
BEAT - Eating Disorders Helpline		0808 801 0677
Bromley & Croydon Women's Aid - refuge and advice line		020 8313 9303
CALM		0800 58 58 58
Carers Information Line, Croydon		020 8649 9339
Combat Stress		0800 138 1619
Crisis Skylight Croydon		0203 848 1700
Family Lives, London & South East		020 3727 3571
Mental Health Crisis Line (SLaM)		0800 731 2864
No Panic Helpline		0300 772 9844
Off the Record		020 8251 0251
RASASC - Rape And Sexual Abuse Support Centre, Croydon		0207 820 7910
RASASC National Helpline		080 8802 9999
Relate, Croydon - advice and relationship counselling		0300 003 3225
Samaritans		116 123
SANEline		0300 304 7000
Social Services - Out of hrs support		020 8726 6000
SSAFA London South West / Forcesline		07483 909656 / 0800 260 6767
Switchboard - LGBT+ helpline		0300 330 0630
Victim Support, South London / out of hours		0808 168 9291 / 0808 168 9111
Welcare - family support service		020 7820 7910
Woodside Bereavement Service: The Listening Ear		020 3256 2009

Crisis: In distress - who to call; where to go

## Drug and Alcohol Service (Croydon Recovery Network)

Change Grow Live can help you break free from harmful patterns of behaviour and feel happier and healthier. They tailor the drug and alcohol support offered to fit your needs.



# Change Grow Live

There are lots of different ways you can get help from the service. This includes workshops, groups, one-to-one sessions, access to a nurse, and substitute medication if you need it.

The service is free, confidential, and non-judgemental.

Change Grow Live offer:

- Personalised support based on your needs and what you'd like to achieve
- One-to-one sessions and groups
- Advice and support from people who share similar life experiences
- Advice on staying safe and reducing potential harm
- Referrals to residential and community detoxes and residential rehab
- Counselling
- A dedicated Young Person's team



9am-5pm Mon, Tue, Thu, Fri; and 1pm-5pm Wed



[www.changegrowlive.org/drug-alcohol-croydon](http://www.changegrowlive.org/drug-alcohol-croydon)



0300 123 9288



[croydon.info@cgl.org.uk](mailto:croydon.info@cgl.org.uk)



Lantern Hall, 190 Church Road, Croydon, CR0 1SE



In 2010 the most recent drugs strategy was published, titled "Reducing demand, restricting supply, building recovery - supporting people to live a drug free life." The strategy puts the ambition for recovery at its heart and the focus will not only be to get people into treatment, but to get them successfully sustained in full recovery.

The two key aims of the new National Drugs Strategy are to:

- Reduce illicit and other harmful drug use
- Increase the numbers recovering from dependence

These key aims will be achieved through the following themes:

- Reducing demand
- Restricting supply and Building recovery in communities

Contact the Drug and Alcohol Action Team (DAAT)



0300 123 9288 / 020 8726 7750



daat.admin@croydon.gov.uk



www.croydon.gov.uk

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## Croydon PLUG (Peer Led User Group)



Are you left with nowhere to go after your drug/ alcohol treatment finishes?

Now you can plug that gap at the Peer Led User Group which is run by and for service users to remain drug/alcohol free. This service is free and no referral is needed - you can just turn up.

## Pluggettes

A new support group run by women for women wanting help with their recovery from Drugs and/or Alcohol. A safe welcoming space to get help and support from ex-users.



0300 123 9288



www.changegrowlive.org

## Narcotics Anonymous



NA is a non-profit fellowship or society of men and women for whom drugs has become a major problem. They are recovering addicts who meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs.

There is only ONE requirement for membership, the desire to stop using. They suggest that you keep an open mind and give yourself a break.

The NA Helpline is often the first point of contact for people needing support and advice about the nature of drug addiction. Anyone from the using addict, their friends and family members, through to drug workers and the press are welcome to call.

Everyone who volunteers for shifts are Recovering Addicts, many of whom called the Helpline themselves at some point. The NA Helpline is open until midnight, 7 days a week, but if, for some reason, you get an answer phone, please DO leave a message and they will get back to you, with the utmost discretion, as soon as possible.



NA Helpline: 0300 999 1212 (10am-Midnight)



Main site: [www.ukna.org](http://www.ukna.org)



Mobile app 'Megameeting'



Meetings: [meetings.ukna.org](http://meetings.ukna.org)



[meeting@ukna.org](mailto:meeting@ukna.org)



[pi@ukna.org](mailto:pi@ukna.org)

## SMART Recovery

(Self Management and Recovery Training)

is a programme that provides training and tools for people who want to change their problematic behaviour, including addiction to drugs, alcohol, cigarettes, gambling, food, shopping, Internet and others.



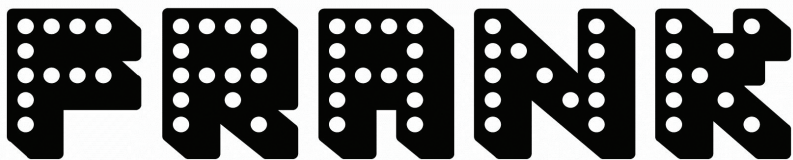
Guided by trained facilitators, participants come to help themselves and help each other using a variety of cognitive behaviour therapy (CBT) and motivational tools and techniques.

The 4-Point Programme is the foundation and building blocks of SMART. Many of the tools and techniques can be used not only for your recovery journey, but to help you deal with future problems and achieve more satisfaction and balance in your life. The four points are:

- Building and Maintaining Motivation
- Coping with urges
- Managing Thoughts, Feelings and Behaviours
- Living a Balanced Life



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



The FRANK helpline and website was established in 2003. It was welcomed as a departure from the outdated “just say no” campaign. Its aim is to provide young people with the facts about drug use so they can make informed choices. The non-judgemental approach focuses on “harm reduction” rather than simply telling young people not to do drugs.



0300 123 6600



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



Text 82111



Live Chat 2pm-6pm

## Palmer House (Evolve)

Customers are referred to Palmer House by the London Borough of Croydon and stay up to 2 years. They will engage in developing life and independent living skills. Therapeutic activities such as art workshops and mindfulness sessions are available to overcome previous traumas.

An Alcohol Nurse from Change Grow Live is based on site 4 days a week. This provides extra support for customers with substance misuse issues and offers a medical contact point before A and E.

Support is also given into education, training or employment.



020 7870 8850



denell.dema@evolvehousing.org.uk



www.evolvehousing.org.uk



105-107 Lansdowne Road,  
Croydon, CR0 2BN



Evolve  
Housing  
+ Support

## Who else can help?

**Alcoholics Anonymous (AA)**

**0800 9177 650**

**Cocaine Anonymous**

**0800 612 0225**

**Croydon Council**

**020 8726 6000**

**Drink Aware**

**020 7766 9900**

**Drinkline**

**0300 123 1110**

**Narcotics Anonymous**

**0300 999 1212**

**Release**

**020 7324 2989**

## Alcoholics Anonymous



0800 917 7650 (Line open 24/7)



help@aamail.org



www.alcoholics-anonymous.org.uk



### Alcoholics Anonymous Open Meetings in Croydon

**Croydon Big Book Hybrid: Salvation Army, Citadel Church, Booth Road, Lower Church St, CR0 1XY** Sun 2.30pm

**Croydon Lunch Time Hybrid: Turning Point, Lantern Hall, 190 Church Road, CR0 1SH** Sat 12pm

**Croydon Pop-In: Evolve Housing + Support, 32 Dingwall Road, CR9 3LQ** Mon 12.30pm

**Croydon Steps 1, 2 & 3 Hybrid: Salvation Army, Citadel Church, Booth Road, Lower Church Street, CR0 1XY** Tues 6.30pm

**East Croydon: United Reformed Church, Addiscombe Grove, CR0 5LP** Mon 8pm  
Sat 7pm

**East Croydon Palmer House: How it Works Physical & Online: Palmer House, 105-107 Lansdowne Road, CR0 2BN** Wed 6.30pm

**East Croydon Women's Big Book Study: Parish Church of St Matthews, Chichester Road, CR0 5NQ** Mon 6.30pm

**South Croydon Newcomers Big Book: St Augustines Church, St Augustines Avenue, CR2 6BA** Sun 7pm

**South Croydon: South Croydon United Church, Aberdeen Road, CR0 1EQ.** Thurs 7.45pm

**For meetings in other areas, including Purley and Norwood, go to the website or call Alcoholics Anonymous** 0800 917 7650

## MORE SERVICES

**ALCOHOLICS ANONYMOUS** (daily online meetings)



0800 9177 650



[alcoholics-anonymous.org.uk/Home](http://alcoholics-anonymous.org.uk/Home)



[alcoholics-anonymous.org.uk/AA-Meetings/  
Find-a-Meeting/online](http://alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting/online)

**CHANGE GROW LIVE - CROYDON DRUG & ALCOHOL SERVICE**



0300 123 9288



[changegrowlive.org/drug-alcohol-croydon](http://changegrowlive.org/drug-alcohol-croydon)

**COCAINE ANONYMOUS** (daily online meetings)



0800 612 0225



[cocaineanonymous.org.uk](http://cocaineanonymous.org.uk)

**CRYSTAL METH ANONYMOUS** (daily online meetings)



[crystalmeth.org.uk](http://crystalmeth.org.uk)

**DUAL DIAGNOSIS ANONYMOUS** (online Zoom 6 days/week)



07702 510 110



[aa-online.net/meetings/?tsml-day=any](http://aa-online.net/meetings/?tsml-day=any)

**MARIJUANA ANONYMOUS** (daily online meetings)



0300 124 0373



[marijuana-anonymous.org.uk](http://marijuana-anonymous.org.uk)

**NARCOTICS ANONYMOUS** (daily online meetings)



0300 999 121



[online.ukna.org](http://online.ukna.org)

**SMART RECOVERY** (Self-management and Recovery Training  
- daily online meetings)



[smartrecovery.org.uk](http://smartrecovery.org.uk)



[smartrecovery.org.uk/online-meetings](http://smartrecovery.org.uk/online-meetings)

## SUPPORT FOR FAMILIES, FRIENDS AND CARERS

**Adfam** - the national charity working to improve life for families affected by drugs and alcohol. The charity informs, supports and empowers both people affected by a loved one's substance use and the workers who support them.

 [www.adfam.org.uk](http://www.adfam.org.uk)  020 3817 9410

**Al-Anon Family Groups** - provide support to anyone whose life is, or has been, affected by someone else's drinking. The organisation is a fellowship of relatives and friends who share their experiences to solve their common problems.

 [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)  0800 0086 811

**Bottled Up** - offers information and advice for family members living with someone who is alcohol dependent.

 [www.bottled-up.com](http://www.bottled-up.com)

**Carers UK** - provides advice, information and support for carers, and have an online community of carers and are available to Carers UK members 24 hours a day, 365 days a year.

 [www.carersuk.org](http://www.carersuk.org)  0808 808 7777 (10am-4pm Mn-Tu)

**DrugFam** - a charity that provides support for families affected by alcohol or drug dependency. It aims to provide a lifeline of safe, caring and professional support to families, friends and carers who are struggling to cope with a loved one's addiction.

 [www.drugfam.co.uk](http://www.drugfam.co.uk)  0300 888 3853

**Families Anonymous** - a world-wide fellowship of family members and friends affected by another's use of mind-altering substances, or related behavioural problems. FA has groups spread throughout the UK, which meet regularly.

 [www.famanon.org.uk](http://www.famanon.org.uk)  0207 4984 680

**Nacoa** - a helpline charity providing information, advice and support for everyone affected by their parent's drinking, including adults.

 [www.nacoa.org.uk](http://www.nacoa.org.uk)  0800 358 3456

If you are in contact with a mental health team (CMHT)

Talk to your care coordinator or other member of your care team about therapy. There are a whole range of different individual and group therapies available, through Psychological Therapy Service (PTS) Croydon (previously called CIPTS).

If you're not with a mental health team

The first step is to talk to your GP. If you would like therapy, your GP can help to decide where you should be seen and whether a referral to a secondary service might be appropriate. Some therapies can be accessed without referral by a professional, i.e. you can refer yourself.

Local therapy services which are not part of SLaM services or to which you can self-refer

Mind counselling  
Croydon Pastoral Foundation  
Off The Record youth counselling  
Cruse In Croydon  
Woodside Bereavement Service  
Croydon IAPT: Psychological Therapies and Wellbeing Service (a SLaM service that accepts self-referrals)  
Croydon Books on Prescription Service

Is there a cost?

Many of these services are FREE, others ask for a minimum payment dependant on individual circumstances.

Please note this is not an exhaustive list.

There are other services which offer therapy, including alternative or complementary therapies. For a more complete list, consult the Croydon Mental Health Directory, which is compiled and hosted by Mind in Croydon.



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





## Croydon Talking Therapies (Improving Access to Psychological Therapies (IAPT))

Anxious, stressed or worried? Low, sad or down? Finding it hard to cope? Croydon Talking Therapies offer talking therapies for people experiencing mild to moderate depression, general anxiety and worry, panic attacks, social anxiety, specific phobias, traumatic memories and obsessive compulsive disorder. They also offer help and support for people experiencing stress due to living with a long term health condition as well as talking therapies for relationship difficulties.

Croydon Talking Therapies provide:

- Guided self-help
- CBT (Cognitive Behavioural Therapy)
- Workshops & Groups



**South London  
and Maudsley**  
NHS Foundation Trust

**Who is the Service for?** FREE and confidential NHS service for adults (who are aged 17 or over) living in Croydon or registered with a Croydon GP.

**Where?** Three main sites which are Wickham Park House at the Bethlem Royal Hospital in Shirley, Davis House in central Croydon and Purley Resource Centre. They also work out of several GP surgeries in the borough.

**Do I need to be referred?** No. Self-Referral or ask your GP or Care Team to refer you. 8am-4pm Mon-Fri



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



020 3228 4040



[croydoniapt@slam.nhs.uk](mailto:croydoniapt@slam.nhs.uk)



Wickham Park House, Bethlem Royal Hospital,  
Monks Orchard Road, Beckenham, BR3 3BX

### Croydon Integrated Psychological Therapy Service (CIPTS)

- Provides assessment, treatment and care for people, aged 18-65, who have severe mental illness and who live in the London Borough of Croydon.
- For people who are experiencing psychological difficulties that are affecting their work, relationships, mood or day to day functioning.
- A team of psychologists and counsellors provide advice on the best available treatment options.

**Do I need to be referred?** Yes. Talk to your care coordinator or other member of your care team. If you are not with a CMHT, speak to your GP about a referral.



020 3228 0321/2 or 0314



Jeanette Wallace House,  
1 Edridge Road, Croydon, CR0 1FE

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### The Touchstone Centre

Supporting people with Borderline Personality Disorder

The Touchstone Centre provides two structured day programmes, intensive group psychotherapy and individual psychotherapy sessions. The Centre uses the model of Mentalization Based Therapy (MBT), a time-limited therapy that aims to improve your ability to make sense of your own actions and feelings and those of others.

**Do I need to be referred?** Yes. Talk to your care coordinator or other member of your care team. If you are not with a CMHT, speak to your GP about a referral.



020 3228 8541/2



PersonalityDisorderTeamGeneral@slam.nhs.uk



Alexandra House, Bethlem Royal Hospital,  
Monks Orchard Road, Beckenham, Kent, BR3 3BX

## Mind's Counselling Service



Mind in Croydon is a British Association for Counselling and Psychotherapy Accredited Counselling Service.

Counselling gives you the opportunity to explore issues past and present that are having an effect on your life. Our highly regarded Counsellors have a range of specialities and approaches as we know it is not one size fits all.

Finding the right Counsellor for you can seem daunting but we are on hand to help you address the issues you are facing with the most appropriate intervention.

Many counsellors have specialist skills in areas including:

- depression
- work related issues
- bereavement
- family issues and relationships
- sexual abuse and anxiety
- hoarding project

Mind offers weekly, one-to-one counselling, daytime and evenings. It also offers group therapy. Waiting times depend on needs and availability.

**Do I need to be referred?** No. This service is by self-referral only. Is there a charge for counselling? There is a small fee per session (depending on whether you are waged or unwaged).



The Counselling Service is open Tuesday and Wednesday evenings



020 8763 2064



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



[counselling@mindincroydon.org.uk](mailto:counselling@mindincroydon.org.uk)



26 Pampisford Road, Purley, CR8 2NE

## TALK TO US



## Off The Record

Youth Counselling. FREE and confidential support service for Young People in Croydon aged 14-21 years

- support and counselling
- anger management
- help with panic attacks
- drug and alcohol support
- life coaching
- support for young carers and more

**Do I need to be referred?** No. Call the office to book an appointment or to have an informal chat.



10.30am-9.30pm Monday-Thursday  
10.30am-5.30pm Friday and 9.30am-5.30pm Saturday



020 8251 0251



[croydon@talkofftherecord.org](mailto:croydon@talkofftherecord.org)



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



72 Queens Road, Croydon, Surrey, CR0 2PR

## Chaplaincy - Bethlem Hospital

Who can contact the Chaplaincy? Anyone is welcome to contact the chaplains. People of any faith or no religious commitment can call or meet up for a chat, support or a listening ear.



020 3228 2815



[chaplaincy@slam.nhs.uk](mailto:chaplaincy@slam.nhs.uk)



Bethlem Royal Hospital, Monks Orchard Road,  
Beckenham, Kent, BR3 3BX

## Croydon Drop-In



CDI (Croydon Drop In) is a charitable organisation that exists to support young people aged 11 to 25 years old and families who live, work or study in the London Borough of Croydon

They are a free and confidential service providing:

- Counselling - including Person Centred Counselling; Cognitive Behaviour Therapy (CBT); Solution Focused Therapy (SFT); and Hypnotherapy
- Advice, Rights and Advocacy
- Outreach Health Education - including training and accredited courses, and Youth Participation.
- Talkbus - a mobile unit which travels around the borough delivering sessions in public venues as well as schools, colleges, etc.
- Youth Participation - including Training and Therapeutic Groups

Young people that have utilised services at CDI are encouraged to provide feedback so that we can continually strive to improve what we do and how we do it



12pm-7pm Monday  
4pm-8pm Tuesday-Thursday



020 8680 0404



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



[enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)



132 Church Street, Croydon, CR0 1RF

## Care To Listen

Care To Listen provides individual counselling, which is non-judgemental, in a safe place where confidentiality is valued. They accept referrals from GP's, IAPTS and self-referrals. Assessments can be arranged within 2 weeks and there is no waiting list.

All assessments £20; Sessions £25-£45



07931 117 064



020 8616 2160



enquiries@caretolisten.co.uk



www.caretolisten.co.uk



58 Ashburton Road, Addiscombe, Croydon, CR0 6AN



## Centre of Change Project

They are a locally based counselling, information and advice service in New Addington that reaches out to young people aged between 10-25 and their families covering the Croydon borough. They help young people who are at risk of exclusion from school, those who are at risk of offending and ex-offenders, by listening to, supporting them and directing them to positive activities.



07758 702452



01689 847444



www.centreofchange.org.uk



@centreofchange



111 Chertsey Crescent, Central Parade,  
New Addington, CR0 0DH



centreofchangeproject@hotmail.co.uk

## Woodside Bereavement Service

### The Listening Ear

Woodside Bereavement Service (WBS) - The Listening Ear - grew out of an increasing need in the area for a supportive Christian based bereavement service for all who have suffered loss. They are volunteers, trained as bereavement counsellors, who give one-to-one support on a regular basis.

**Do I need to be referred?** No. The Bereavement Service is open to any person, male or female, of any age, sexuality, ethnic origin, culture or religion. The service is free of charge.



020 3256 2009



wbs@thelisteningear.org.uk



www.thelisteningear.org.uk



Waterside Centre, 26 Avenue Road,  
London, SE25 4DX



## Cruse Bereavement Support (previously Cruse in Croydon)

Offering bereavement counselling and support to anyone who lives within the London Borough of Croydon.

**Do I need to be referred?** No. Self-Referral only.



020 8916 0855 (24-hour answer phone).



0808 808 1677 (Helpline)



croydon@cruse.org.uk



www.cruse.org.uk

*Cruse*  
Bereavement  
Support

## SSAFA London South West (previously SSAFA Forces Help)



SSAFA - the Armed Forces charity - provides financial, practical and emotional assistance to anyone who is currently serving or has ever served in the Army, Navy or RAF, and their families.

SSAFA have been helping Armed Forces and their families for over 125 years, and in this time they have continuously responded to the needs of our service personnel, veterans and their families.



07483 909656



0800 260 6767 (Forcesline)



[www.ssafa.org.uk/london-south-west](http://www.ssafa.org.uk/london-south-west)



[londonsw.branch@ssafa.org.uk](mailto:londonsw.branch@ssafa.org.uk)



The Clock Tower, Queen Alexandra's Court,  
St Mary's Road, London, SW19 7DE

## Combat Stress

Combat Stress provides a dedicated service for Veterans whose mental health condition is often complex and long term. This service is NOT routinely available in the NHS or elsewhere. A small, but significant, number of Veterans leave the Armed Forces with a severe psychological wound such as Post Traumatic Stress Disorder (PTSD), a symptom being the frequent tendency to recall life-threatening incidents, which can lead to day and night terrors, mood swings, panic attacks and phobias.



0800 138 1619



07537 173683 (Text)



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



[helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)



Tyrwhitt House (Head Office), Oaklawn Road,  
Leatherhead, KT22 0BX



## Books on Prescription Scheme

'Helping you to help yourself to better mental health'

### What is the Books on Prescription Scheme?

The Books on Prescription Scheme has been launched by the Healthy Croydon Partnership between Croydon Primary Care Trust (PCT) and Croydon Libraries. The scheme aims to help people with mild to moderate mental health issues, e.g. panic attacks, eating disorders or obsessive behaviours, by offering GP's the opportunity to prescribe to their patients self-help guides available from the libraries.

**Do I have to be a member of the library to borrow these Books ?** Yes. However, if you are not a member of the library, just bring one item of recent ID and you can join straight away. A book prescription from your GP can serve as your ID to join.

**Where can I find these Books?** In the Healthy Living Section of all 13 Croydon libraries.

**What kinds of books are they?** They are all self-help books that use cognitive therapy treatment techniques. They have been selected by a team of clinical psychologists.



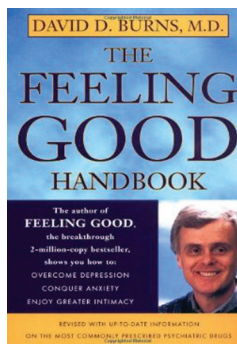
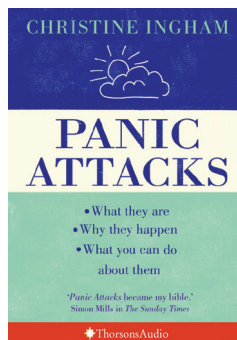
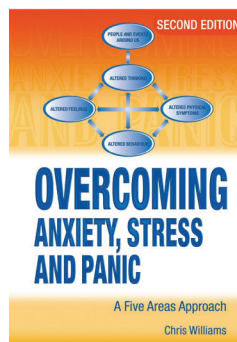
020 7884 5140



[croydoncentrallibrary@croydon.gov.uk](mailto:croydoncentrallibrary@croydon.gov.uk)



Healthy Living Hub  
Central Library,  
Croydon Clocktower,  
Katharine Street,  
Croydon, CR9 1ET



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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](mailto:info@hear-us.org)



[www.hear-us.org](http://www.hear-us.org)



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

Company No.6891337 Charity No.1135535