



# Little Book of Services

## **Welcome to the *Different Voices*' Directory of Services in Westminster and Kensington & Chelsea...**

This guide was developed by the *Different Voices Group* at The Advocacy Project, which is a user involvement group that focuses on improving inpatient services and tackling the stigma attached to mental health. The group thought it would be useful to have a compact directory of services in Westminster and Kensington & Chelsea to aid the transition from hospital into the community.

What is right for some, might not be for others, but our intention is to provide information about support which may help recovery.

**All the recommendations in this booklet are based on service users' own experiences of having used these services.**

*Please note that the information is correct at time of publication.*

Please feel free to send comments or your own recommendations to the *Different Voices Project*:

## ***Crisis and Emergency***

**999** Emergency number for **police, fire brigade and ambulance**

**111** Call 111 for free when you need medical help fast but it's not an emergency. (Available 24 hours a day, 365 days a year)

**08457 90 90 90 SAMARITANS** 24 hours a day all year round phone service for emotional difficulties

**www.samaritans.org** - **Samaritans website** - for email support and more information

**0845 767 8000 SANEline** - Specialist mental health crisis helpline (6pm-11pm)

### **Mental Health Hospitals and CNWL Urgent Advice Line**

**Westminster:** *The Gordon Hospital*  
Bloomberg Street London SW1V 2RH  
**020 3315 8721**

**Kensington and Chelsea:** *St Charles Hospital*  
Exmoor Street London W10 6DZ.  
**020 8206 7000**

**CNWL Out-of-Hours Urgent Advice Line: 0800 0234 650**

*\*You can also contact your **out-of-hours GP service** or go to your local **Accident and Emergency** department if you are feeling suicidal or in a crisis or if you have self-harmed and are concerned about it.*

### **Recovery Teams (9am-5pm) - call your Care-Coordinator**

North Westminster Recovery Team: 020 7266 9500

South Westminster Recovery Team: 0203 315 2131

The Joint Homelessness Team, Westminster: 020 7534 6715

Joint Homelessness Team, Kensington and Chelsea: 020 7938 8211

North Kensington and Chelsea Duty Team: 020 8206 6900

South Kensington Duty Team: 020 7349 6500

### **MAYTREE – a sanctuary for the suicidal**

Provides a safe place for those in suicidal crisis. It gives people the opportunity to stay in a calm, safe and relaxed environment, and to talk through their fears, thoughts and troubles without judgement. The service runs 24 hours a day, 365 days a year.

They also offer support over the telephone or by email for those in crisis as well as advice to those who are worried about a friend or family member.

**Telephone: 020 7263 7070**

**Email: [maytree@maytree.org.uk](mailto:maytree@maytree.org.uk)**

**Website: [www.maytree.org.uk](http://www.maytree.org.uk)**

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# Advocacy



**The Advocacy Project** work with:

- people with learning disabilities
- people using or wishing to use mental health services
- older people

**The Advocacy Project** is a London based charity specialising in **Advocacy** and **User Involvement**.

The Advocacy Project provides **free, independent** and **confidential** mental health advocacy to people living in Kensington & Chelsea and Westminster.

**Advocates can help you with:**

**Speaking up** – Advocates can support you to plan for meetings, draft letters, communicate with professionals and raise issues. They can accompany you to meetings about your care and treatment and speak on your behalf.

**Exploring options** – Advocates can discuss your problems or concerns, helping you to identify and explore your options.

**Providing information** – Advocates can provide information on your legal rights, the services available to you and how you can access them. They can support you to access specialist help, such as solicitors or benefits advisers.

**Making complaints** – Advocates can support you to comment or complain about the services you receive.

**The Advocacy Project also provides Independent Mental Health Advocates (IMHA) for people in hospital.**

Advocates work at St. Charles hospital, the Gordon hospital, Woodfield Road and South Kensington & Chelsea Mental Health Units, as well as in the community.

Telephone: **020 8969 3000**

Address: **The Advocacy Project  
73 St. Charles Square  
London  
W10 6EJ**

Email: **info@advocacyproject.org.uk**

Website: **www.advocacyproject.org.uk**

## Alcohol & Drug Services

### Alcoholics Anonymous (AA)

Alcoholics Anonymous is a 12-Step recovery program that helps people stop the use of alcohol. AA is an international fellowship of men and women who have had a drinking problem. It is nonprofessional, self-supporting, multiracial, apolitical, and available almost everywhere. There is no age limit and there are no fees for AA membership.

There are several AA meetings in Kensington & Chelsea and Westminster.

London helpline: **0207 833 0022** (Daily 10am to 10pm)

National helpline: **0845 769 7555**

Email/Website: **help@alcoholics-anonymous.org.uk**

**www.alcoholics-anonymous.org.uk**

### Dual Recovery Anonymous

Dual Recovery Anonymous is an independent, non-professional, 12-Step, membership organisation for people who experience a dual illness (a mental health or psychiatric illness and an alcohol or drug problem).

#### Kensington and Chelsea - Tuesday 7pm-8pm

Telephone: **020 7603 7962 (John)**

Address: **Room A, 1st Floor, Willow Day Centre,  
Fulham Road, SW10 9NG**

#### Westminster - Monday 1pm-2pm

Telephone: **0208 889 4084 (Liam)**

Address: **Hinde Street, Room 3, Methodist Church,  
19 Thayer Street, W1U 2QJ**

Website: **www.dualrecoveryanonymous.org**

### Build On Belief

Provides a socially-based service for people with drug or alcohol issues. This includes food, movies, games, yoga, badminton, gym access, music workshop, needle exchange, 1-1 support, assessments and referral for alternative therapies.

Contact: **Tim Sampey**

Telephone: **07739796054**

Address: **Recovery Cafe, 69 Warwick Road, Earls Court, SW5 9HB**  
(Open Monday – Friday, 10am - 4pm)

#### *Weekend Service*

Address: **1 East Row, London W10 5AR** (Open Sat and Sun 2 – 5pm)

Email/Website: **www.buildonbelief.org.uk**

## RBKC North Hub

RBKC North Hub provides a range of services for those needing support with problematic alcohol and drug use. These include:

- Helping clients to access detox
- One-to-one counselling sessions
- Group sessions
- Alternative Therapies including acupuncture
- Aftercare
- Employment support
- Specialist outreach service for the over 60's
- Smart Recovery sessions
- Psychiatric Assessment
- Community Detox
- Referrals to Specialist BME Services

Walk-in assessment sessions: Monday - Wednesday 10.00 -12:00

Telephone: **0208 8960 5599**

Address: **1 East Row, London W10 5AR**

Email: **nkcdas@blenheimcdp.org.uk**

## KC South CAPS Drug and Alcohol Services

For people resident south of the area of Holland Park Ave/ Notting Hill Gate. Offer a range of free and confidential support around alcohol and drug use to adults over 18 concerned about their own drug or alcohol use or that of a family member or close friend. Services provided include:

- Counselling and one-to-one support
- Access to detoxification
- Access to day and residential rehabilitation
- Health checks
- Access to psychological services
- Substitute prescribing
- Needle exchange
- Mutual aid groups
- Peer support
- Family support/ Family therapy services
- Sexual health advice
- Testing and treatment for HIV, Hepatitis A, B & C
- Access to education, training and employment
- Older persons alcohol services

Open: Monday to Friday 9.30am - 5pm (until 7.30pm on Tuesday)

Drop-in sessions: Monday - Friday, 09.30-12.00

Tel: **020 3315 5800**

Address: **69 Warwick Road, Earls Court, London, SW5 9HB**

Email: **kccaps.cnwl@nhs.net**

## ***Alternative Therapies***

### **Munro Health Co-op**

Munro Health Co-op Ltd is a charity that provides low cost complementary therapies and counselling to groups or individuals. They cover Westminster and the surrounding area.

- Acupuncture
- Homeopathy
- Massage
- Reflexology
- Reiki
- Craniosacral Therapy
- Bowen technique
- Shiatsu

Telephone: **020 8969 6799** (Leave a message, they will call you back)

Address: **Office 4, Canalside House, 383 Ladbroke Grove, W10 5AA**

Email/Website: **munrohealthcoop@yahoo.co.uk**

**www.munrohealthcentre.co.uk**

## ***Befriending***

### **Flexicare Befriending Service**

The service offers companionship to people who are lonely and isolated, have mental health problems and live in Westminster. They can provide escorts to and from appointments, help to deal with paperwork and forms and can help people cope with the tasks related to daily life.

The Flexicare befrienders are not mental health professionals but trained befrienders who have an awareness of mental distress and a commitment to enablement and empowerment. They can offer support with shopping, cooking, cleaning, laundry or other jobs around the home. They can also go out with you to the cinema, theatre, for meals and walks.

Telephone: **020 7259 8133**

Address: **Radstock House, 5 Eccleston Street. London SW1W 9LZ**

Email/website: **Flexicare@westminstermind.org.uk**

**www.westminstermind.org.uk**

## **Octavia Foundation - Outreach**

Provide an outreach and befriending service, for vulnerable adults over the age of 50 who live in Westminster.

The service is designed to encourage and support independence and to reduce isolation. The outreach service connects older people with community hubs and helps people to:

- find new activities within the community
- stay healthy
- meet new people
- get help within the home
- access additional advice and support services.

Telephone: **Nick Hopkins 020 7289 0176**

Address: **Octavia Housing, Emily House  
202-208 Kensal Road, W10 5BN**

Email/Website: **outreach@octaviahousing.org.uk  
www.octaviafoundation.org.uk**

## ***BME (Black and Ethnic Minority)***

### **Oremi**

Oremi is for African and Caribbean people and Arabic speakers who may be in need of mental health support services, in Westminster. It helps people who are isolated and find it difficult to use conventional mental health services. Oremi offers the following services:

- A drop-in with the use of resources and a spacious cafe.
- An outreach service, which visits people at home and in hospital
- Access to advice and information by telephone or by visiting the drop-in
- Men's and Women's support groups which focus on recovery through setting and achieving goals, making improvements in their relationships or beginning education or employment.
- Support for families

Service users can either be referred by professionals or family/friends or self-refer by contacting the service by phone or in writing:

Name: **Jenny Webb (Team Leader at Oremi Centre)**

Telephone: **0208 964 0033**

Address: **Oremi Centre, Unit 3, Trellick Towers, Golbourne Road,  
W10 5PA**

Email: **jenny.webb@hestia.org**



## Community, Social and Creative Groups

### All Rainbow Colours Club

The All Rainbow Colours Club is a social club for mental health service users, their friends and carers. The club provides live entertainment and food, and everything is free. Activities include live music, dancing and bingo. There is no formal membership - you can just turn up.

Once a month, Friday evening, from 5pm to 8pm

Telephone: **Irene Theobalds - 020 7259 8125**

Address: **The Soho Centre for Health and Care, 1 Frith Street, W1**

### Hearing Voices group

Hearing Voices Groups are for people who hear voices. They offer a safe and non-judgemental space where people who hear, see or sense things that other people don't, can feel accepted, valued and understood.

Some groups have open sessions that welcome family members and/or supporters too.

Some groups focus on a particular group (people from specific cultural groups, genders or ages, for example).

Hearing Voices Groups are based firmly on an ethos of self help, mutual respect and empathy. They provide a safe space for people to share their experiences and support one another.

The groups meet on Mondays – please contact Deek by telephone or email for further information:

Telephone: **Deek Good**  
**020 7259 8132**

Email/Website:

**dgood@westminstermind.org.uk**

**www.hearing-voices.org/  
hearing-voices-groups**

### Bipolar UK

A support group meets on the first Monday of every month. The group is open to anyone over 18 who is affected by Bipolar. Please call or visit the website for further information:

Telephone: **020 7931 6486**

Time: **5.45pm - 7.45pm**

Address: **Central London Group  
Chapter 1,  
Xenia Conferencing,  
2 Secker Street, SE1 8UF**

Website: **www.bipolaruk.org.uk**

The Central London Youth Group is a group which provides support and information for people aged 18-25 who are affected by or concerned about bipolar.

Telephone: **020 7931 6486**

Time: **3rd Wednesday of the month  
from 6.30pm - 8.00pm**

Address: **11 Belgrave Road,  
SW1V 1RB**

The meeting room is on the 2nd floor and is accessible by lift

Email/Website:

**youth@bipolaruk.org.uk**

**www.bipolaruk.org.uk/youth**

## Social Anxiety Self Help Group (SASH)

The SASH group is a self-help support group for people suffering from social anxiety / social phobia.

The SASH group is a safe space where socially anxious people can meet, share their experiences and spend some constructive time working through their anxieties and fears.

They use a "facilitated self-help" format, and the facilitators know social anxiety from personal experience.

The SASH group is a drop-in and does not have any attendance requirements.

The group meets weekly on **Monday nights from 6.30 to 8.30pm**

**Address: The Open Centre, 188 Old Street, EC1V 9FR**

**Email/website: [info@sashgroup.org](mailto:info@sashgroup.org)**

**[www.sashgroup.org/meetings/contacts](http://www.sashgroup.org/meetings/contacts)**

**[www.sashgroup.org](http://www.sashgroup.org)**

The group is run by volunteers and does not have any sponsoring organization behind it, so the fee for attending a meeting is £6.

## Portugal Prints

A creative arts project, which offers art classes, art therapy, computer design skills, hot-foil printing, gallery visits and workshops, photography, commercial design and work experience.

Individual and flexible programmes combine creative and commercial work along with coaching and mentoring. The project also runs a card-making business and you can get involved in anything from designing and printing the cards to packing, marketing and selling them.

They also have a wide activity programme that includes gallery visits, coastal trips and picnics in the park and joint workshops with Tate, Westminster Arts and the Royal Academy.

They welcome anyone over 18 who is experiencing and managing mental health issues. You can come along for anything between half a day and 3 days per week.

To join, you will need to have current contact with Mental Health Services, e.g. have a Care Plan (CPA), a personalised budget, or you could be referred by your GP. They also support self-referrals.

**Address: Portugal Prints – Westminster Mind, Studio 1a  
91& 92 Dean Street, W1D 3SY**

**Telephone: 020 7734 9212**

**Email/Website: [pp@westminstermind.org.uk](mailto:pp@westminstermind.org.uk)**

**[www.portugalprints.org.uk](http://www.portugalprints.org.uk)**

**[www.facebook.com/portugalprints](https://www.facebook.com/portugalprints)**

## Core Arts

Core Arts is a hub of creative learning in the heart of Hackney, offering access to workshops under four departments: arts, music, multimedia and horticulture. They exist to promote the artistic and creative abilities of people who experience severe and enduring mental health issues. They welcome people of all abilities and are responsive to individuals' skills, drive and imagination and celebrate talent through exhibitions, performances and events. There is a tour every Friday at 12pm. The cost for half a day access is £35 or £50 for a full day access available up to 4 days a week.

Contact: **Leon or Emily**

Telephone: **0208 533 3500**

Address: **Core Arts, 1 St Barnabas Terrace, London E9 6DJ**

Website: **[www.corearts.co.uk](http://www.corearts.co.uk)**

## Cool Tan Arts

CoolTan Arts believes mental well-being is enhanced by the power of creativity.

CoolTan Arts is an organisation run by and for adults who have experienced mental distress. It offers a variety of creative workshops including: visual arts, textiles, digital arts, poetry, creative writing, cooking and web design. CoolTan also runs an award-winning Self Advocacy programme.

CoolTan's art gallery is open to the public, as are their series of monthly walking tours – the 'Largactyl Shuffle' & 'CoolWalks' projects. There is a car park and a lift to their offices and gallery space. Prices for workshops vary, please contact Karen for further information.

Contact: **Karen**

Telephone: **020 7701 2696**

Address: **CoolTan, Third Floor, 224-236 Walworth Road, SE17 1JE**

Website: **[www.cooltanarts.org.uk](http://www.cooltanarts.org.uk)**

## The Dragon Cafe

The Dragon Cafe provides a simple, affordable, healthy menu each week, and a wide range of creative and well-being activities, all of which are free and open to all. No enrolment is required, just turn up and take part, as much or as little as you like. For more information about what's on or about the project please visit their website.

**Open every Monday (but only on a Monday) from 12pm to 8.30 pm.**

Address:

**Crypt of St George the Martyr Church, Borough High St, SE1 1JA**  
(opposite Borough tube station)

Website: **[www.dragoncafe.co.uk](http://www.dragoncafe.co.uk)**

## **Counselling and Therapy**

### **Westminster IAPT (Improving Access to Psychological Therapies)**

Provides talking therapy and self-help courses for people with common mental health difficulties such as stress, worry and depression.

The service is available to adults (over 18) who live in Westminster or who are registered with a Westminster GP. You can ask your GP to refer you or make a self-referral. It is a free, confidential NHS service.

Telephone: **030 3333 0000**

Address: **Westminster IAPT Service, 11 Praed Street, W2 1NJ**

Website/Email: **westminster.iapt@nhs.net**

**www.westminsterIAPT.org**

### **The Kensington and Chelsea IAPT Service**

*(also called Primary Care Service or Psychological Services)*

Provides talking therapy and self-help courses for people with common mental health difficulties such as stress, anxiety, worry and depression.

The service is available to adults (over 18) who live in Kensington and Chelsea or who are registered with a Kensington and Chelsea GP. You need to be referred by your GP or health and social care workers. It is a free, confidential NHS service.

Telephone: **020 8962 4748 (North Hub)**

Address: **St Charles Centre for Health and Wellbeing, Exmoor Street  
W10 6DZ**

Email: **adminnorthhub@nhs.net**

Telephone: **020 7349 2400 (South Hub)**

Address: **15 Gertrude Street, London SW10 0JN**

Email: **adminsouthhub@nhs.net**

### **Solace Women's Aid - for women affected by domestic & sexual violence**

Solace Women's Aid exists to bring to an end the harm done through domestic and sexual violence to all survivors and in particular women and children. Their work is holistic and empowering, working alongside survivors to achieve independent lives free from abuse.

- Advice Service
- Advocacy Support
- Counselling
- Family And Children's Services
- Irish & Irish Traveller Outreach
- Legal Services
- Refuges
- Sexual Violence Services (**Rape Crisis**)
- The Ascent Project

Tel: **0808 802 5565**

Address: **Unit 5-7, Blenheim Court, 62 Brewery Road, N7 9NY**

Email/Website: **advice@solacewomensaid.org**

**www.solacewomensaid.org**

## Counselling at Westminster Mind

They offer a confidential counselling service to anyone who is over 18. The day service is open to Westminster residents or anyone who has a GP in Westminster. The evening service is open to anyone.

Telephone: **020 7259 8134**

Address: **Radstock House, 5 Eccleston Street, SW1W 9LX**

Email/Website: **cts@westminstermind.org.uk**

**www.westminstermind.org.uk**

## The Waterview Centre

Aims to help people who have long-standing emotional and interpersonal problems resulting from personality disorder. People may have been given a formal diagnosis of personality disorder, or have no clear diagnosis but significant problems related to their personality.

The service is specifically designed for people with self-harming behaviour and chaotic or unstable relationships, especially those who have a history of using A&E or inpatient mental health services at times of crisis. The Waterview Centre offers an 18 month group-based treatment programme which includes individual sessions and group based therapy. You can access this service by a referral through an Assessment & Brief Treatment Team (ABT) or any registered mental health professional (but not those from primary care).

Tel: **Jacqui Buckley or Oliver Turner—0207 266 9550**

Address: **7A Woodfield road, London W9 3XZ**

Website: **www.cnwl.nhs.uk/service/waterview-services**

## Women's Trust Counselling and Support Services

A registered charity providing free confidential, independent support to women affected by domestic violence - whether in the past or present - in London.

Telephone: **0207 034 0303**

Address: **Lighthouse West London, 111-117 Lancaster Road, W11 1QT**

Email/Website: **admin@womenstrust.org.uk**

**www.womenstrust.org.uk**

## HELP Counselling Centre

HELP provides skilled, compassionate 1-1, affordable counselling support within Central London. Please phone or visit website for further information and to find out if this service could work for you.

Telephone: **0207 221 9974**

Address: **57 Portobello Road  
W11 3DB**

Website:  
**www.helpcounselling.com**

## Survivors UK – for men affected by rape or sexual abuse

Offers both individual counselling and group therapy, for adult men (over 18) who have experienced sexual violation at any time in their lives. They also offer individual counselling to partners (male and female). The current group model is a 12 week therapy group open only to male clients.

**Confidential helpline: 0845 122 1201**

Office telephone: **0203 598 3898**

Address: **Unit 1, Queen Anne Terrace  
Sovereign Court, The Highway, E1W 3HH**

Email/Website: **info@survivorsuk.org**

## **Employment, Volunteering and Education**

### **Nova New Opportunities**

NOVA provides courses in Maths, English and ICT and offers support into volunteering. They offer advice and support and work together to achieve personal goals. Their courses lead to nationally recognised qualifications that can unlock further study and job opportunities. Open to everyone.

Telephone: **020 8960 2488**

Address:

**Nova New Opportunities,  
2 Thorpe Close, W10 5XL**

Email: **admin@novanew.org.uk**

### **Pure Innovations**

Pure Innovations uses a model to support people with disabilities into work known as 'Supported Employment'. They use a personalised approach tailored to each job seeker's and employer's needs, to help people with confidence building, communication, back-to-work preparation and securing employment.

Telephone: **Paul Featherstone  
02079371611**

Address:

**Pure Innovations  
Kensington & Chelsea  
2 Beatrice Place, W8 5LP**

Email/Website:

**london@pureinnovations.co.uk  
www.pureinnovations.co.uk**

### **SMART**

The service offers a range of supported work and training opportunities to build both practical and personal skills that may lead on to further employment.

Referrals to SMART must come either from your doctor or your care coordinator. The exception to this is the social events where you can refer yourself. Opening hours are 10am – 4pm, seven days a week and 6pm to 9pm on Mondays, Wednesdays and Thursdays.

Telephone: **Peter Quinn  
020 7376 4668**

Address: **The Basement,  
15 Gertrude Street, SW10 0JN**

Email/ Website:

**info@smartlondon.org.uk**

**www.smartlondon.org.uk**

### **Paddington Library**

Paddington Library has a wide range of books, talking books, newspapers & magazines, music and DVDs.

Computers are available.

They host a Readers Group, a Writers' Group, Employment Advice sessions and Jobseeker & 'Business Start-up' Drop-Ins.

Telephone: **020 7641 6200**

Address: **Porchester Road  
London W2 5DU**

Website:

**www.westminster.gov.uk/  
paddington-library**

### **Support 4 Volunteering (Westminster Mind)**

Supports people living in Westminster who have been affected by mental ill health, to rebuild their skills and confidence through volunteering opportunities. They help you to identify what kind of volunteering you would like to do and then help you to do it. They can help with form filling, writing CVs, interviews and appointments.

Telephone: **0207 259 8100**

Address: **Floor 3 Radstock House,  
5 Eccleston Street  
SW1W 9LX**

Website: **westminster-  
mind.org.uk/services/support-4-  
volunteering/**

### **Employment Services at CNWL**

Offers one-to-one employment advice and support to identify your skills and work with you to get back to work. It is available to those accessing CNWL services. Please contact your Care Co-ordinator for further information and info on how to get referred.

Direct Line: **0208 9559500**

Mobile: **07850921020**

Address: **7a Woodfield Road  
London W9 2NW**

Website: **www.cnwl.nhs.uk/  
employment-services**

### **Recovery College**

The CNWL Recovery College offers students a range of courses, seminars and workshops which are co-designed and co-delivered by Peer Recovery Trainers (these are people with lived experience of mental health issues) and mental health practitioners.

The CNWL Recovery College aims to:

- Offer support for people who use CNWL mental health services, and enable them to become experts in their own self care.
- Enable family, friends, carers and CNWL staff to better understand mental health conditions and support people in their personal recovery journeys.

Telephone: **020 3 214 5686**

Address: **Stephenson House, 75 Hampstead Road, London, NW1 2PL**

Email/Website: **www.cnwl.nhs.uk/recovery-college**

### **Skills Development Service (Kensington & Chelsea Mind)**

Mind's Better Lives Programme offers training courses, employment support, work opportunities & workshops for adults experiencing mental health problems. Mind training and employment programmes are recovery focused and combine educational, creative and wellbeing activities to achieve the best outcomes for trainees and adult learners.

Telephone: **020 8964 1333**

Address: **Office 1, 7 Thorpe Close, London W10 5XL**

Email: **enquiries@kcmind.org.uk**

## Health and Exercise

### Porchester Centre

Indoor sports centre with:

- 2 swimming pools
- 2 squash courts
- Fitness & weights gym  
exercise classes

A spa where treatments include:

- 2 Russian steam rooms
- 3 Turkish hot rooms
- Fin log sauna
- Ice cold plunge pool
- relaxation lounge

There are two disabled persons' changing rooms on site with showers, toilets and changing area. One is for swimmers and the other for dry activities.

There is wheelchair access and a poolside hoist and a disabled chair lift in the gym.

Telephone: **020 7792 2919**

Address: **Queensway, W2 5HS**

Website: **[www.better.org.uk/leisure/porchester-centre](http://www.better.org.uk/leisure/porchester-centre)**

### Health walks (RBKC Leisure Services)

Health walks are a great way to meet new people and improve your fitness.

They meet Monday to Friday between 10.30 – 11.30am at different locations. Please telephone for more information:

Contact: **Arianna Billines**

Telephone: **020 7938 8182**

Website/Email:

**[sportandleisure@rbkc.gov.uk](mailto:sportandleisure@rbkc.gov.uk)**

**<http://www.rbkc.gov.uk/leisureandlibraries/sportsandleisure/sportsfacilitiesinparks/healthwalks.aspx>**

### Portobello Green (Westway Sports & Fitness)

Offers a range of health & leisure facilities including a large gym, as well as saunas, steam rooms, squash courts and a range of tanning facilities. They also offer a range of classes, including: Yoga, Pilates, Spinning, Kickboxing, Capoeira, Aerobics, Step.

Telephone: **0208 960 2221**

Address: **Portobello Green (Westway Sports)  
3 - 5 Thorpe Close,  
W10 5XL**

Email/webmail:

**[sports.fitness@westway.org](mailto:sports.fitness@westway.org)**

**[sports.westway.org](http://sports.westway.org)**

### Westway Women's World (WWW) Project

A supportive & fun exercise programme for women and girls resident in Kensington and Chelsea (RBKC), aged 14 and over.

They help women of all ages, shapes, race, size and religious backgrounds make positive fitness choices and lead fulfilled and healthy lifestyles.

The project promotes Fitness, Health and Wellbeing and provides workshops and opportunities for social interaction (making friends) as well as sports. They can also help you build practical skills, improve your confidence, and find other opportunities such as learning or training.

Events take place in different venues in RBKC.

Telephone: **0208 960 2221**

Website: **[sports.westway.org/because-all-women-are-worth-it](http://sports.westway.org/because-all-women-are-worth-it)**



## **Housing**

### **Housing and Homelessness Assessment Team – Kensington & Chelsea**

For concerns relating to housing in Kensington and Chelsea please contact the Housing and Homelessness Assessment Team.

Drop in: **9am to 5pm**  
**Monday to Friday**

Please bring proof of ID, any documents relating to the issue.

Telephone: **0207 361 3008**

Address: **Housing Department,  
Ground floor reception, Horton  
Street, W8 7NX**

Email/Website:

**housing@rbkc.gov.uk**

**www.rbkc.gov.uk/  
housingintheroyalborougho.aspx**

### **Supported Housing Services at Westminster Mind**

Provides self contained and shared accommodation throughout Westminster with regular visiting support to help people better manage their mental health, their medication, their money, to develop their self-confidence, their social contacts, to get into work and training and eventually to move on to their own accommodation.

Telephone: **020 7259 8132**

Address: **Radstock House  
5 Eccleston Street, SW1W 9LZ**

Email:

**housing@westminstermind.org.uk**

**westminstermind.org.uk/  
services/supported-housing**

### **Housing Options Service (Westminster)**

For housing advice and information about making an application for housing, homelessness prevention & Choice Based Lettings queries in Westminster.

Telephone: **020 7641 1000**

**(Monday to Friday 9am to 5pm)**

Address: **101 Orchardson Street  
NW8 8EA**

Email:

**hoscustomerservices@cwh.org.uk**

### **The Passage - Day Centre & Passage House**

The aim of The Passage is to provide homeless people with support to transform their own lives.

The Passage runs London's largest voluntary sector day centre for homeless and vulnerable people.

The Day Centre is for homeless people with a local connection to Westminster and who are rough-sleeping in the area.

It provides advice on: emergency night shelters, hostels, benefits, identification documents, form filling, debt counselling, basic literacy & numeracy, computer training, CV preparation, vocational guidance, job searches

Passage House is a hostel.

Telephone: **020 7592 1850**

Address: **St Vincent's Centre,  
Carlisle Place, SW1P 1NL**

Email/Website: **info@passage.org.uk  
passage.org.uk**

## The Connection at St Martin in the Fields

Offers the following services:

- Street outreach
- Day centre services
  - for young people 16-25
  - and for people over 26
- A night centre
- Specialist advice and counselling services
- Employment and training programme
- Resettlement support
- A 16-bed supported housing scheme

Telephone: **020 7766 5544**

Address: **12 Adelaide St  
WC2N 4HW**

Website:

**[www.connection-at-stmartins.org.uk](http://www.connection-at-stmartins.org.uk)**

## West London Day Centre

West London Day Centre offers support and advice to homeless people aged 25 and over.

Drop-in services include: canteen, laundry, showers, TV, luggage store, advice and referral, assessment, clothing, benefits advice, drug and alcohol support, counselling.

Group work activities are available including: allotment, music and art.

Drop-in: **Monday - Friday  
9am -11:30am**

Telephone: **0207 569 5900**

Address: **134-136 Seymour  
Place, W1H 1NT**

Website: **[www.wlm.org.uk/wldc](http://www.wlm.org.uk/wldc)**

## Learning Disability

### Dual-Diagnosis User Involvement Project (The Advocacy Project)

The 'Dual Diagnosis User Involvement Project' is a group for people with learning disabilities and a mental health need in Westminster. The Advocacy Project believes that people with learning disabilities have the right to use the same services as people without learning disabilities. Members attend speaking-up groups to discuss their experiences, and their views are fed back to mental health services. The members also do presentations and awareness training for professionals and undertake mystery shopping, to help improve mental health services for people with learning disabilities.

Address: **Unit 215 Buspace Studios, Conlan Street  
W10 5AP**

Telephone: **020 8962 8695**

Email/website: **[info@advocacyproject.org.uk](mailto:info@advocacyproject.org.uk)**

**[www.advocacyproject.org.uk](http://www.advocacyproject.org.uk)**



## **LGBT (Lesbian, Gay, Bisexual, Transgender)**

### **Opening Doors** *(for people aged 50 and over)*

Opening Doors London (ODL) is aimed at men and women who identify as LGBT (Lesbian, Gay, Bisexual and Transgender) and are over the age of 50. They offer regular social activities, telephone information, a signposting service and a befriending service. They have members from across London and beyond.

Telephone: **020 7239 0400** - Kate Hancock or Nick Maxwell

Address: **Age UK Camden, Tavis House, 1-6 Tavistock Square  
WC1H 9NA**

Website: **[www.openingdoorslondon.org.uk](http://www.openingdoorslondon.org.uk)**

### **Stonewall Housing**

Stonewall Housing is the specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support service. They provide housing support for LGBT people in their own homes, supported housing for young LGBT people, as well as free, confidential housing advice for LGBT people of all ages. They also research and lobby for LGBT housing rights, so that all LGBT people can feel safe and secure in their homes.

Advice line: **020 7359 5767** (10am - 5:00pm)

Telephone: **020 7359 6242**

Address: **2A Leroy House, 436 Essex Road, London N1 3QP**

Email/Website: **[info@stonewallhousing.org](mailto:info@stonewallhousing.org)**

**[www.stonewallhousing.org](http://www.stonewallhousing.org)**

### **PACE**

PACE is the LGBT+ mental health charity promoting the emotional well-being of the lesbian, gay, bisexual and transgender community. PACE offer a range of services both face to face and online. These include:

- Counselling
- Advocacy
- Workshops
- Youth groups

They also conduct research & deliver training to professionals on LGBT issues.

Address: **PACE, 34 Hartham Road, N7 9JL**

Helpdesk: **020 7700 1323 (Mon-Fri, 10am-5pm)**

Office: **020 7715 0385**

Email/Website: **[info@pacehealth.org.uk](mailto:info@pacehealth.org.uk)**

**[www.pacehealth.org.uk](http://www.pacehealth.org.uk)**

## **Money matters– benefits and debt advice**

### **Westminster Citizens Advice Bureau**

Provides information and free, independent and confidential advice for the citizens of Westminster, on a wide variety of subjects including: welfare benefits, debt, housing, employment, consumer matters, immigration & nationality, relationships & family, and taxes

Telephone: **08444 771 611**

Address: **21a Conduit Place  
W2 1HS**

Website:

**[www.westminstercab.org.uk](http://www.westminstercab.org.uk)**

### **City Save**

Westminster City Save is a membership scheme for Westminster residents. It's free to join and offers local discounts and savings. (The scheme replaces ResCard). Sign up on the Westminster City Save website and receive a membership card in the post within 15 days.

Telephone: **020 7641 6000**

Address: **Westminster City Council, City Hall, 64 Victoria Street, SW1E 6QP**

Email/Website:

**[citysave@westminster.gov.uk](mailto:citysave@westminster.gov.uk)**

**[citysave.westminster.gov.uk](http://citysave.westminster.gov.uk)**

### **Kensington Citizens Advice Bureau**

As a general advice agency they aim to assist with any enquiry. To get advice you can call in in person, telephone or write. Alternatively a social worker or other professional may refer you to one of their specialist units.

This Citizens Advice Bureau can only provide a full service to people who live, work, or study in the borough of Kensington & Chelsea.

Telephone: **0844 826 9708**

Address: **140 Ladbroke Grove, London, W10 5XL**

Website:

**[www.citizensadvice.org.uk/kensingtoncab.htm](http://www.citizensadvice.org.uk/kensingtoncab.htm)**

### **Chelsea Citizens Advice Bureau**

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including: debt, benefits, housing, legal issues, discrimination, employment, immigration, and consumer rights.

The Chelsea Citizens Advice Bureau can only provide a full service to people who live, work, or study in the borough of Kensington & Chelsea.

Telephone: **0844 826 9708**

Address: **Old Town Hall, Kings Road SW3 5EE**

Website:

**[www.citizensadvice.org.uk/kensingtoncab.htm](http://www.citizensadvice.org.uk/kensingtoncab.htm)**

## **Older Adults**

### **Open Age**

Open Age works in different locations across Kensington & Chelsea and Westminster enabling older people, from 50 to over 100 years of age, to sustain their physical and mental fitness, maintain active lifestyles and develop new interests.

The charity provides a wide range of activities to enable older people to develop new skills, fulfil their potential, and encourage social interaction, thus helping reduce loneliness, isolation and depression. They also offer a service over the phone and facilitated group activity over the phone, including book groups, for those unable to leave their homes.

For more information please contact their switchboard - they will be able to give you a local contact. Alternatively visit their website

Telephone: **020 8962 4141**

Website: **[www.openage.org.uk](http://www.openage.org.uk)**

## **Physical disability**

### **Action Disability Kensington and Chelsea (ADKC)**

This is a user-led group for all adults with physical disabilities up to retirement age. They provide disability related information and advice to adults with physical disability, sensory impairment and hidden disabilities - but excluding those with only Mental Health and Learning Disabilities.

Being user-led, they have a high commitment to service users and will direct people to other organisations if they not able to help.

They also have an ADKC resource centre which is fully accessible with meeting rooms and other activity groups. They run a chess club, an internet cafe, and also provide massage and therapies.

Telephone: **0208 960 8888**

Minicom: **0208 964 8066**

Address: **ADKC Centre, Centre for Independent Living, Whitstable House, Silchester Road, W10 6SB**

Website: **[www.adkc.org.uk](http://www.adkc.org.uk)**

Email address: **[adkc@adkc.org.uk](mailto:adkc@adkc.org.uk)**

Facebook page: **ADKC invites people to their Facebook page.**

Opening times: **9.30am – 5pm (Monday to Friday)**

**\* Referral needed from social services**

## Useful websites

### [go4mentalhealth.com](http://go4mentalhealth.com)

This is a user-led website of mental health day services and activities in **Westminster**.

go4mentalhealth.com gives information about all of the mental health services in Westminster. It's regularly updated so can provide you with all of the latest information about changes to services.

If you are a service user in Westminster and you have been thinking of taking up a hobby, doing some sport or meeting new people, take a look at [go4mentalhealth.com](http://go4mentalhealth.com) and you might find what you are looking for...

It includes an activities directory with details and links to over 70 projects and facilities in Westminster, from art workshops and fitness centres to reading groups and opportunities for further education. There is also general advice on diet and exercise, mood, drugs and alcohol, and steps to take in an emergency.

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

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

**OCD (Obsessive Compulsive Disorder):** [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

**Personality Disorder:** [www.emergenceplus.org.uk](http://www.emergenceplus.org.uk)

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

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

**Hearing Voices Network:** [www.hearing-voices.org](http://www.hearing-voices.org)

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

**User Involvement:** [www.nsun.org.uk](http://www.nsun.org.uk)

**Carers:** [www.carers-network.co.uk](http://www.carers-network.co.uk)

**Relationships:** [www.relate.org.uk](http://www.relate.org.uk)

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

**Anti-stigma campaign:** [www.time-to-change.org.uk](http://www.time-to-change.org.uk)

**National Mental Health Charities:** [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

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

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

**Research:** [www.researchintorecovery.com](http://www.researchintorecovery.com)

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



## What is the **Different Voices** User Involvement Project?

*Different Voices* is an inpatient mental health user involvement project. Our aim is to help people who use mental health services in Westminster and Kensington & Chelsea to be involved in influencing and improving services.

## Want to have your say about hospital mental health services?

You can get involved in the following ways:

- Patients' Forums and focus groups on the wards
- Service user reps at hospital management meetings
- *Speakeasy* Magazine
- Surveys
- Meetings, consultations and events
- NHS Recruitment panels
- *Different Voices Group* in the community

We recognise that not all people wish to participate in group work or meetings. You can also be involved on a one-to-one basis to make sure your views are heard.

You can be involved in a way that suits you – you could be a short-term participant or a regular member. The project is flexible so that you can participate according to your ability, interest and availability.

## Who can participate in the **Different Voices** Project?

Our project is for people who have used inpatient mental health services in Westminster or Kensington & Chelsea and want to have a say and improve these services.

***Please contact the User Involvement Workers at The Advocacy Project:***

**Natasha & Kristin**

**0208 969 3000**

**differentvoices@afmh.org.uk**





**The  
Advocacy  
Project**