

If you are struggling to cope and need someone to talk to, it is important that you know that there are people here to help. No one needs to struggle on their own.

There are many different types of mental health support available in Kensington and Chelsea and services specifically set up to respond to the needs of people affected by the Grenfell Fire disaster. If you are concerned about your mental health, we recommend that your GP should be your first point of contact to discuss your concerns. They can refer you to a number of mental health services, such as counselling. There are also a number of voluntary organisations and helplines offering services that can help.

# Help in an emergency

Listed below are list of NHS, statutory, voluntary organisations and helplines you can contact for mental health support. However, if you think you or someone you know, is in danger of hurting themselves or others, please seek immediate help by calling emergency services. Dial 999, free of charge and ask for assistance.

# Mental health and wellbeing support ~ universal services

## Single Point of Access (SPA)

If you or someone else you know is in need of more support than can be provided by the organisations on this list you can call the dedicated NHS response service number where your needs will be assessed and appropriate mental health support and information and advice will be provided. This is available 24 hours a day.

* Call 0800 0234 650 or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

## Community Living Well (Primary Care)

Community Living Well is a new primary care service that offers easy access to a range of wellbeing and clinical services, including; information on self-help, peer support, employment support and support to navigate access to housing and benefits. Community Living Well also offers specialist support from mental health nurses and talking therapies.

* Community Living Well (North Hub), St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ

Call: 0208 206 8700

* Community Living Well (South Hub), Violet Melchett Centre, 30 Flood Street, London, SW3 5RR

Call: 0203 028 7805 or visit [www.communitylivingwell.co.uk](http://www.communitylivingwell.co.uk/) Community Living Well talking therapy services:

* Psychological Therapies:

It is a free and confidential NHS service for people aged 16 and over who are registered with a GP in Kensington and Chelsea, Queens Park Paddington area. They provide a range of psychological therapies and support:

* Call 020 8206 8700

# Crisis support

For help in a crisis, please contact the Single Point of Access Crisis and Advice Line:

## Single Point of Access

Call 0800 0234 650 or visit [http://www.cnwl.nhs.uk/service/single-point-](http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/) [of-access-north-west-london-adult-community-mental-health-services/](http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/)

For listening support there are a number of support helplines you can call.

## The Samaritans

The Samaritans can be contracted for free, confidential support, 24 hours a day, 7 days a week:

Call the Samaritans on 07725 90 90 90 or visit [www.samaritans.org](http://www.samaritans.org/)

## SANEline

SANE is a UK mental health charity who work to improve the quality of life for anyone affected by mental illness. SANE runs an out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. SANEline is open 7 days a week every day of the year from 4.30pm – 10.30pm.

Call 0300 304 7000 or visit [www.sane.org.uk](http://www.sane.org.uk/)

# Voluntary organisations

Mental health support, advice and information, counselling, psychotherapy and emotional support.

## Al Hasaniya Moroccan Women’s Centre

Al Hasaniya provide practical and emotional support for women and their families. A programme of advice, advocacy and referral helps the women to deal with their problems and access mainstream NHS and voluntary services:

Call: 020 8969 2292 or visit [http://al-hasaniya.org.uk/support/mental-](http://al-hasaniya.org.uk/support/mental-health) [health](http://al-hasaniya.org.uk/support/mental-health)

## Cruse Bereavement Care

Cruse Bereavement Care is a national charity for people who have been bereaved. CRUSE offers support to adults, young people and children to understand their grief and cope with their loss. CRUSE can offer individual and group sessions. CRUSE also provide support groups for people bereaved by suicide:

Call: 020 8964 3455 or visit [http://www.kchf-cruse.org.uk](http://www.kchf-cruse.org.uk/)

## Help Counselling

Help Counselling Service offers low cost counselling and psychotherapy to a wide range of people, mainly in the west London area. As well as their core counselling service, Help is offering free listening support for people in temporary accommodation, individuals, and staff groups. Help is also working with organisations and staff groups who may have been affected and can provide information sessions about on how to look after your emotional and mental wellbeing following a major incident:

Call 020 7221 9974 or visit [www.helpcounselling.com](http://www.helpcounselling.com/)

## Hestia

Hestia provides housing and mental health day services, including a free community outreach counselling service for people who need emotional support:

* + Grove Resource Centre: 020 7221 0052
  + The Oremi Centre: 020 8964 0033

Visit [www.hestia.org](http://www.hestia.org/)

## Kensington and Chelsea Mind

A local charity affiliated to national Mind that provides advice, information and signposting to local services and recovery focused support services for people who are experiencing mental health difficulties.

Call: 020 8964 1333 or visit [www.kcmind.org.uk](http://www.kcmind.org.uk/)

## Midaye Somali Development Network

Midaye is a registered charity providing advice, advocacy, mental health support and education services for members of the Somali community. Midaye is the co-ordinating group for Grenfell Community Forum.

Call: 020 89697456 or visit [www.midaye.org.uk](http://www.midaye.org.uk/)

## Mind and Soul Foundation

The Mind and Soul Foundation is a Christian organisation that aims to educate people about mental health, help people recover from mental distress and engage people with the local church and emotional health services.

Call Premier Lifeline: 0300 111 0101

Or visit: [http://www.mindandsoulfoundation.org](http://www.mindandsoulfoundation.org/)

## SMART

SMART is a day service offering a range of support services located in the south of the Borough, with outreach locations in north Kensington. Drop in hours are Monday to Sunday 10am to 4pm, and Monday, Wednesday and Thursday 6pm to 9pm.

Call: 020 7376 4668 or visit [www.smartlondon.org.uk](http://www.smartlondon.org.uk/)

## West London Action for Children

West London Action for Children offers a range of counselling and therapy services for children in need, and their families. They support families under stress to develop their confidence and skills to cope with the ordinary and extraordinary challenges of family life:

Call: 020 7352 1155 or visit [www.wlac.org.uk](http://www.wlac.org.uk/)

# Online support

## Elefriends

Elefriends is an online, moderated, peer support forum run by Mind. Elefriends is a supportive community where people can give and gain support and share experiences with people who understand, based on their own lived experience of mental health problems:

Sign up for Elefriends at: [www.elefriends.org.uk](http://www.elefriends.org.uk/)

## Easy Life

The Easy Health website provides videos and easy-read leaflets which help people with learning disabilities understand mental health issues and mental health care:

Visit [www.easyyhealth.org.uk](http://www.easyyhealth.org.uk/)

# Volunteering

## The Volunteer Centre

The Volunteer Centre recruits, supports, manages and develops volunteers. Grenfell Home-Start provides support and practical assistance for people affected by the Grenfell tragedy.

* Call 020 8960 3722 or visit [www.voluntarywork.org.uk](http://www.voluntarywork.org.uk/)

# Support with drug and alcohol problems

## The Alcohol Service

The Alcohol Service (TAS) is a free and confidential alcohol service for adults, families, carers and affected others.

Call: 0800 014 7440

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

or visit [https://www.changegrowlive.org/content/the-alcohol-service-](https://www.changegrowlive.org/content/the-alcohol-service-hammersmith-fulham-kensington-chelsea-westminster) [hammersmith-fulham-kensington-chelsea-westminster](https://www.changegrowlive.org/content/the-alcohol-service-hammersmith-fulham-kensington-chelsea-westminster)

## Drugs and alcohol Wellbeing Service

The Drug & Alcohol Wellbeing Service (DAWS) is the substance misuse treatment service for Kensington and Chelsea.

Call: 020 8960 5599 or visit [http://wellbeing.turning-](http://wellbeing.turning-point.co.uk/centrallondon/hubs/kensington-and-chelsea/) [point.co.uk/centrallondon/hubs/kensington-and-chelsea/](http://wellbeing.turning-point.co.uk/centrallondon/hubs/kensington-and-chelsea/)

## Build on Belief (BoB)

BoB is service user run organisation providing counselling support and social opportunities for people needing support for drug and alcohol problems.

Call: 0800 0234 650 or visit [www.buildonbelief.org.uk](http://www.buildonbelief.org.uk/)