

An outline of mental health services in Kingston

The aim of this leaflet is to help Kingston residents understand the range of Mental Health services available to them locally, and assist individuals in finding the most appropriate care.

These services come from a range of providers, each catering to different levels of mental wellbeing.

Your GP will often be your first point of contact. They are able to give you advice and signpost you to the relevant support, whether that's advice on lifestyle, accessing a range of therapies or putting you in touch with another organisation.

We will endeavour to keep this list as up to date as possible. Please contact jacqui.mccann@kpct.nhs.uk if you would like to add or change a listing.

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Mental health services

Addiction Support and Care Agency (ASCA)

A: 96 Ditton Rd
Surbiton KT6 6RH
T: 020 8339 9899

E: info@addictionsupport.co.uk
W: www.addictionsupport.co.uk

Open 4 days per week including 3 late nights.

ASCA is a local community sector organisation supported by many local and national trusts and charities as well as the Royal Borough of Kingston upon Thames, London Borough of Richmond upon Thames and the London Probation Service.

Who? ASCA is dedicated to supporting individuals, families and the community to overcome alcohol and drug misuse and related issues through both prevention and treatment.

What? ASCA offers a range of interventions including counselling, group- work and holistic therapies in two sites at Richmond and Kingston.

How? ASCA take referrals from professionals or people may refer themselves directly for an initial assessment.

How much? ASCA ask for donations towards their services but do not turn anyone away due to their inability to make a contribution.

Alzheimer's Society – Dementia Adviser

A: Tolworth Hospital
Red Lion Rd
Surrey, KT6 7QU
T: 0208 296 1317

E: laura.maher@alzheimers.org.uk

Who? The dementia adviser service is primarily for people with dementia, as well as their supporters and carers.

What? It is an information and signposting service that can be conducted face-to-face, by phone, email or post. It provides people with a named contact throughout their journey with dementia who can give information about dementia as well as signposting to local and national services.

How? People with dementia can be referred through any means including self referral.

How much? There is no charge for this service.

Books on prescription

Kingston

A: Kingston Library
Fairfield Road, Kingston, KT1 2PS
T: 020 8547 6400

Chessington

A: Hook and Chessington Library, The Hook Centre
Hook Rd, Chessington, KT9 1EJ
T: 020 8547 6480

Surbiton

A: Surbiton Library
Ewell Rd, Surbiton, KT6 6AG
T: 020 8547 6444
E: alison.townsend@rbk.kingston.gov.uk

Self help books recommended by GPs and health professionals can help people with mild to moderate mental health problems learn more about them and provide steps to overcoming their symptoms and regaining their lives.

The books can be used on their own or with other forms of treatment.

How? Individuals who feel that books on prescription can be of help should talk to their GP for more information.

How much? There is no charge for this program

Community Mental Health Teams

Kingston

(For people with mental health problems whose GP is based in North Kingston and their carers)

A: Guildhall I, Kingston KT1 1EU.

T: 020 8547 6057

E: kcmht@rbk.kingston.gov.uk

Surbiton

(For people with mental health problems whose GP is based in Surbiton and their carers)

A: South Place, Surbiton KT8 8RX

T: 020 8390 8161

E: scmht@rbk.kingston.gov.uk

New Malden

(For people with mental health problems whose GP is based in New Malden or Worcester Park and their carers)

A: Roselands Resource Centre

163b Kingston Road,

New Malden, KT3 3NN.

T: 020 8336 2848

E: nmcmht@rbk.kingston.gov.uk

Chessington

(For people with mental health problems whose GP is based in Chessington, Hook or Tolworth and their carers)

A: Tolworth Hospital, Red Lion Road, Tolworth KT6 7QU.

T: 020 8296 1361

E: chessingtoncmht@rbk.kingston.gov.uk

A Community Mental Health Team (CMHT) consists of a group of different mental health professionals who work together to provide specialist mental health services to people living in a particular area.

Who? Community Mental Health Teams are an NHS service who provides more specialised mental health support for people who are experiencing more serious difficulties and their carers.

What? Services provided by CMHTs include: Community mental health nurses, Occupational therapists, Psychiatrists, Clinical Psychologists, Social workers and employment specialists.

How? Most people are referred to a CMHT by their General Practitioner (GP), but other doctors, agencies or social services may also refer them.

When you are referred the CMHT arranges an appointment with you so that they can do an assessment of your needs and the sort of help and treatment you may benefit from.

How much? There is no charge for these services

Community Mental Health Team (CMHT) for older people

A: Tolworth Hospital, Red Lion Road, Tolworth, KT6 7QU.

T: 020 8390 0102 Ext: 5205

E: cmhtop@rbk.kingston.gov.uk

Who? CMHT for Older People provides an assessment, diagnostic and treatment service to people with Severe Mental Health needs. Mental health professionals work together to enable you to receive coordinated health and social care: Community Psychiatric Nurses, Psychiatrists, Occupational Therapist, Psychologist, Social Workers and Mental Health Support Workers. The Team includes an Admiral Nurse who will provide an assessment, information, advice and support to carers of people looking after someone with dementia.

How? You are referred by your GP, who will advise the team of your difficulties and you will be contacted to arrange an appointment either in your own home, at the outpatient clinic or at our assessment and day treatment hospital. If you are admitted to Kingston Hospital you may meet our Liaison Mental Health Nurse who provides the assessment service to Kingston Hospital when Older People have been admitted and are referred for an assessment.

How much? The service is free. The only cost you would pay is if you attend the assessment and day treatment hospital where you can choose to have lunch which you will be asked to pay for as this is provided by the local authority.

Eco-op

A: Adams House, Dickering Lane
New Malden, Surrey
KT3 3SF

T: 020 8942 5503

E: coordinator@kingstoneco-op.org.uk

W: www.kingstoneco-op.org.uk

Who? The Eco-op is a social enterprise scheme for people who experience mental and physical distress.

What? They offer a range of different activities which aim to effect personal and social change by:

- Reducing isolation
- Increasing self confidence and esteem
- Developing skills for self-help, mutual support and gaining qualifications
- Educating and caring about the environment
- Creating opportunities for employment

The needs and experiences of service users drive the Eco-op's work. The Eco-op provides service users with information and support and works in partnership with local community services to provide a learning environment and employment opportunities.

How? Please contact the coordinator for more information

Family Advice and Support Service (FASS)

A: The Moor Lane Centre
Moor Lane
Chessington
KT9 2AA

T: 020 8547 6218

E: FASSENQUIRIES@rbk.kingston.gov.uk

What? The Family Advice & Support Service (FASS) provide support and advice to both professionals and families in the Royal Borough of Kingston Upon Thames.

Who? Children and young people must either attend school or live in the borough (including 18 year olds). This service is targeted toward young people with issues that have developed recently and appear relatively mild.

How? Requests for involvement are accepted from any professional (such as teachers, social workers or GPs)

How much? There is no charge for this service

Family Adolescent and Child Team (FACT)

A: Woodroffe House, Tolworth
Hospital, Red Lion Road, Surbiton, Surrey
KT6 7QU

T: 0208 296 1381

What? Woodroffe Family Adolescent and Child Team (FACT) provide services to all children whose GP is within Kingston Primary Care Trust up to their 18th birthday.

Who? FACT work with young people where there is a serious concern, or a specific disorder needing assessment, or a complexity of issues.

How? Young people are referred by GPs, health professionals, social workers, EPs, EWOs and similar professionals.

How much? There is no charge for this service

Fircroft

A: 96 Ditton Rd, Surbiton
Surrey, KT6 6RH

T: 020 8399 1772

W: www.thefircrofttrust.org

Who? The Fircroft Trust exists to support people living in the community with mental health problems and or learning disabilities and enable them to maximise their potential.

What? They provide a wide range of services - occupational, therapeutic, educational, social and leisure activities - which are responsive to the needs of people experiencing long-term and short-term mental health problems.

How? Service users are referred to Fircroft on the standard request for community care (RBK) forms by a care manager/ key worker from the local community mental health teams (usually a community psychiatric nurse or social worker) or their GP. Private referrals are considered - please contact Fircroft for details.

How much? There is no charge for this service

Islamic Resource Centre

A: 59 East Rd, Kingston Upon Thames,
Surrey, KT2 6EJ

T: 0208 549 5499

E: irc59@hotmail.com

W: <http://e-voice.org.uk/one4all/>

Who? The Islamic Resource Centre is available to anyone.

What? The Islamic resource centre offers counselling, support and advice, adult learning, life skill support, language and I.T. skills development. They can provide services in a range of languages.

How? Please contact the IRC for more information

How much? There is no charge for this service but donations are welcome.

Kingston Advocacy Group (KAG)

A: Siddeley House
50 Canbury Park Road
Kingston KT2 6LX

T: 0208 549 1028

E: rights@kag.org.uk

W: www.kag.org.uk

What? Kingston Advocacy Group (KAG) is a registered charity. Its mission is 'to promote, protect and uphold the rights and interests of vulnerable individuals'.

Who? KAG Advocacy provides a range of Advocacy services to people with mental health problems in the Borough including a Mentoring service supporting individuals back into the work place.

How? KAG Advocacy takes self-referrals and referrals from professionals, families, voluntary agencies etc.

How much? There is no charge to the individual for this service.

Kingston Community Drug and Alcohol team (KCDAT)

A: Roselands resource centre
163b Kingston Rd, New Malden
KT3 3NN

T: 020 8366 8911

Mon- Fri 9am-5pm

Assessment clinics:
Mondays 2pm - 4pm
Thursdays 10am - 12pm

What? The KCDAT team provides assessment, detoxification, care planning, residential referrals and day programmes. It also provides information, advice, counselling support and acupuncture for people with drug and/or alcohol problems; home visits; liaison with statutory and voluntary agencies; prescriptions (in some cases); and specialist care for children and families and those with a dual diagnosis.

Who? This service is for people with drug and/or alcohol problems and their families and carers.

How? There is an open referral system to assessment clinics by telephone, letter or self-referral.

How much? There is no charge for this service

Kingston University Counselling

A: Penrhyn Road Health Centre
Penryhn Rd, Kingston University
Kingston, KT12EE
T: 020 8417 2172

A: Kingston Hill Counselling & Health
Advice Centre
Mid-Level Building, Rms 362 and 363
Kingston Hill, Kingston University
Kingsotn, KT2 7LB
T: 020 8417 5555

E:
healthandcounselling@kingston.ac.uk

What? Kingston University Counselling Service offers free, brief focussed counselling, normally five to ten sessions of 50 minutes each.

Within the **University Disability & Dyslexia Support Service**, a Mental Health Adviser is available to support students with mental health difficulties. The mental health adviser can help students to assess support requirements, provide advice and liaise with academic and admissions staff.

Who? This service is available to students at Kingston University

How? To access the counselling service a student can arrange for an initial consultation.

How much? There is no cost for Kingston University Students

Kingston Women's Centre

A: 169 Canbury Park Rd, Kingston Upon
Thames, KT2 6LG
T: 020 85411941

Open 7 days (by appointment)
8am – 9pm

Who? Kingston Women's Centre is run for women by women.

What? It offers a range of support and resources including individual counselling, therapeutic groups and peer support groups.

How? Individuals can go for an initial assessment with a counsellor to be placed on a waiting list for one to one counselling. This includes 50 minute weekly sessions on an open ended basis.

How much? Donation fees for the one to one counselling service are worked out on an individual sliding scale depending on whether you are personally on benefits, low waged or well waged. KWC is funded through donation fees, fundraising and training events for professional colleagues.

KWC are also fortunate to be able to offer disability access to the building and counselling rooms.

MIND in Kingston

A: Siddeley House, 50 Canbury Park
Road
Kingston Upon Thames, Surrey KT2 6LX
T: 020 8255 3939
E: info@mindinkingston.org.uk
W: www.mindinkingston.org.uk

Mon – Fri
9am – 5pm

Who? Mind in Kingston is a registered charity offering a variety of services for adults in Kingston who experience mental distress.

What? While MIND's projects may change according to the needs of those accessing their services, those at the time of print include: User involvement services including patient councils, supporting people to live independently in the community (referral via CMHT required), small grants for individuals (referral via CMHT), an acute recreation service, sample This music group (referral via Access Team) MIND football team (waiting list currently applies), provision of mental health awareness training and a telephone information service.

Mind in Kingston operate two drop-in cafes (no referral required) providing subsidised meals, low level support and a range of activities. These are open in the evenings and on weekends.

How much? There is no charge for MIND services (with the exception of meals and refreshments in the café's, which are offered at a subsidised price)

Relate

Richmond, Kingston and Hounslow

A: 41 Fife Road

Kingston upon Thames

KT1 1SF

T: 020 8549 3318

E: counselling@relaterkh.org

W: www.relaterkh.org

Mon-Fri

9am-1pm and 6pm to 9pm

Sat

9:30am – 12:30pm

Relate provide a range of relationship counselling and support services.

What? They can offer assistance in the areas of relationship counselling, sex therapy, family counselling, young people's counselling and life skills.

How? Please contact Relate for further information and appointment availability

How much? Relate is a charity which asks for contributions for its services so that as many people as possible can be seen. We aim never to turn anyone away for lack of funds, and payment assistance is available. The minimum payment is £5 for couple counselling.

The young persons counselling service is delivered free of charge for all young people aged 10-25

Release

A: The Cottage,

33 Arlington Rd, Surbiton

T: 020 8391 1181

E: releasecounsel@aol.co.uk

What? Release is an independent charity supported by The Community church. They offer professional affordable individual, family and couple counselling and are open to all.

How? Potential clients can phone the office number to book an assessment or seek further information.

How much? They operate a sliding scale of fees according to the ability of the individual to pay ranging from £10-£40. There is also a bursary available

Rightsteps

A: Acre Road Clinic,

204 Acre Rd, Kingston,

Surrey, KT2 6EX

T: 020 8541 1686

W: www.turning-point.co.uk/commissionerszone/rightsteps/Pages/RightSteps.aspx

Mon – Fri

9am-5pm

Rightsteps is the IAPT (Increasing Access to Psychological Therapies) program delivered by Turning Point in Kingston.

Who? This service is for people who are experiencing mental or emotional distress but may not have a clinical mental illness diagnosis.

What? The program gives access to talking therapies, specialist community support, computerised CBT, employment support, guided self help, exercise referral and access to information.

How? Individuals can be referred to the services by a GP. They are given an initial assessment and allocated a wellbeing coordinator.

How much? There is no charge for this service.

RBK and NHS Kingston Mental Health Promotion

A: Hollyfield House,

22 Hollyfield Rd, Surbiton

KT5 9AL

Josephine Gikuyu – Black and Minority Ethnic Mental Health Promotion

T: 0208 547 4683

E: Josephine.gikuyu@rbk.kingston.gov.uk

Jacqui McCann – Healthy Communities officer for Mental Health Promotion

T: 0208 339 8015

E: jacqui.mccann@kpct.nhs.uk

NHS Kingston and the Royal Borough of Kingston are working together to meet the Mental Health needs of Kingston residents.

Mental Health promotion staff work with the community to promote mental wellbeing and ensure mental health needs are being met by local services.

What? Individuals or services can speak with Mental Health promotion staff about providing information or speaking to community groups about mental health.

Who? This is available to any Kingston based groups or residents.

How much? There is no charge for this service

Samaritans Kingston Upon Thames

A: 12 St Andrews Road, Surbiton
Surrey KT6 4DT

T: (020) 8399 6676

E: jo@samaritans.org

W: www.samaritans.org/kingston/

SMS Service: 07725909090

What? Samaritans provides [confidential](#), non-judgmental, emotional support, 24 hours a day.

Who? Samaritans are for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

How? Samaritans offer their service by telephone, email, text message and letter, and face to face in most branches.

How much? There is no charge for this service

South West London and St George's Mental Health Trust (SWL&StGMHT)

A: Trust Headquarters,
Building 28
Springfield University Hospital
61 Glenburnie Road
London SW17 7DJ

T: 020 8682 6000

W: www.swlstg-tr.nhs.uk

South West London St George are the local NHS Mental Health services trust.

Who? Services provided are community, outpatient and inpatient services for adults and children living in Kingston, Merton, Richmond, Sutton and Wandsworth.

What? They offer support such as a Patient Advice Liaison Service, Pharmacy Medicines Information, advocacy, advice, physical exercise and chaplaincy.

SWL and STG commission a number of the services mentioned in this flyer.

How? Individuals are referred to these services by their GP.

Support groups and forums

Kingston Carers' Network (KCN)

A: The Noble Centre,
109a Blagdon Road, New
Malden,
KT3 4BD

*Veronica Attah – Carers',
Family & Friends' Support
Service Co-ordinator,
Mental Health & Substance
Misuse*

T: 020 3031 2755

E:
carers2@kingstoncarers.org
[.uk](http://www.kingstoncarers.org)

Kingston Carers' Network (KCN) is an independent charity based in Kingston upon Thames.

Who? It supports anyone who, without payment, provides help and support to a relative, friend or neighbour who could not manage without help due to frailty, disability, illness, mental health or substance misuse problems. Young carers, aged 5-18 years, are also supported through KCN's young carers' project.

What? KCN's mental health and substance misuse project provides a range of services to those who are supporting someone with mental health or substance misuse problems in Kingston, including: **1 to 1 Advice & Guidance**, Information, **Monthly Family Skills Workshops**, Wellbeing & Inclusion Project, **Complementary Therapies**, Weekly Advice & Guidance Service, **Informal Advocacy**, Counselling Service, Social Groups, Support to Access Grants, **Supported Volunteering Opportunities**, Hairdressing Service, **Access to Training**.

How much? There is no charge for membership

Kingston Mental Health Carer's Forum (KMHCF)

A: c/o 55 Selwood Road,
Hook Chessington KT9 1PT
T: 07983 063578 (Voicemail)
W: www.kmhcf.org.uk

KMHCF represents the collective voice of Mental Health Carers and acts as a communication channel with statutory services, such as Kingston Primary Care Trust, South West London & St George's Mental Health NHS Trust and the Council of the Royal Borough of Kingston, as well as the Voluntary Sector.

Who? The Forum offers advice and guidance to those caring for people suffering from all forms of mental illness within the local community. The forum is run by carers and there are no obligations put on members - they participate as much or as little as they feel able.

What? The Forum will liaise with specialist organisations that work with members of the community who may find it difficult to engage with mental health services (e.g. Black & Ethnic Minority, homeless, substance abuse organisations)

How much? Membership to the forum is free.

Kingston (MDF) Bipolar Support Group

A: United Reformed Church, Eden
St
Kingston Upon Thames, KT1 1HZ
T: 01270 230260 (MDF Bipolar
organisation central office)
W: www.mdf.org.uk

Meeting every second Monday
each month
7:30pm – 9:00pm

Who? Kingston (MDF) Bipolar Support Group is a monthly self help group for people with mood disorder (or suspected Bipolar) and their informal carers, family members, partners and friends.

What? It is a chance to meet others with the diagnosis, share experiences, find out more about the illness and increase coping strategies for dealing with it. They keep an extensive literature table and organise specialist speakers and some social evenings/outings.

How much? There is no charge for this group.

For more information please email Tina on the listed address, or call the head office number.

Free car parking next to the venue. Refreshments are available.

Rethink Peer Support Group Surbiton

A: Berrylands Christian Centre
41 King Charles Rd
Surbiton (close to K2 bus stop)
T: 07977984376

W: <http://e-voice.org.uk/rethink>

Meet Fridays from 10am

What? Rethink Peer Support group Surbiton offer a friendly supportive environment with cafe and garden area to relax and gather your thoughts, meet people, take part in group outings or our Art and music workshops.

Who? The group is run for Service users, by service users

How? Self referrals are welcome

How much? £1 per session to cover running costs. Donations for tea/coffee.

Contact group coordinators Sarah or Rob

Service User Network (S.U.N.) Kingston

A: Shiraz Mirza Community Hall
76a Coombe Rd,
London SW17 7DJ
T: 020 8772 5558
E: sun.project@swlstg-tr.nhs.uk

The Service Users Network (S.U.N.) has been set up within South West London and St George's Mental Health NHS trust where the professional team is based.

Who? The S.U.N. is for people who have longstanding emotional and behavioural problems (personality disorder) and may feel they do not get adequate support from mainstream services. The service is designed and run by service users and professionals working in partnership.

How much? The group is free for anyone living in the Kingston borough.

How? Anyone can self-refer by telephoning the number on the left.

It is important to note that while some services are open to any individual, others listed require a GP referral or may work only with specific groups of people. Where possible, we have tried to include this information.

Throughout this list we make reference to 'carers'. A carer is a relative, friend or neighbour who provides regular and substantial care to someone who, without their support, would have difficulty managing at home. A carer is not paid for the help and support they provide.

This list has been compiled by NHS Kingston and the Royal Borough of Kingston. We have included details of independent organisations in good faith and cannot accept responsibility for their actions.

Services based outside Kingston

Medical Foundation London Branch

A: 111 Isledon Rd, Islington
London, N7 7JW

T: 020 7697 7777

W: www.torturecare.org.uk

Mon- Fri 9am-6pm

The Medical Foundation for the care of Victims of Torture (MF) is a charitable organisation dedicated solely to the treatment of torture survivors.

What? The MF offers medical consultation, examination and forensic documentation of injuries, psychological treatment and support, and practical help.

How? Anyone can refer someone to the Medical Foundation and self referrals are also accepted.

Rethink Merton and Sutton Branch

A: Wimbledon Guild
30-32 Worple Road
Wimbledon
London
SW19 4EF

E: laurajohnsonrethink@hotmail.com

W: www.masrethink.org.uk

Or www.rethink.org

Rethink is a national mental health membership charity.

Who? Rethink works to help everyone affected by severe mental illness recover a better quality of life.

What? The group in Sutton and Merton meets for: Information - using Rethink literature and information sheets and information on local services. 2) Mutual support and friendship. 3) Campaigning for better local services for the mentally ill.

Speakers covering a range of topics visit the group regularly.

How? Referrals from anywhere or self referrals accepted.

How much? No charge.

Other useful contacts

The following are services that support people from BME communities.

While not all offer Mental Health or Counselling services, they can provide emotional support and assist in finding culturally relevant mental health support services.

African Positive Outlook *Supports the African and Caribbean community*

A: Room 20-24, United Reformed Church, Richard Mayo Centre, Eden Street, Kingston upon Thames, KT1 1HZ

E: africanpositiveoutlook@yahoo.co.uk

T: 020 8546 1671

Centre for Community Development *Supports the Tamil community*

A: Thulasi, Bridge End Close, Kingston upon Thames, KT2 6PZ

E: info.tic@sangu.org

T: 020 8546 1560

Islamic Resource Centre *Offers support to individuals, regardless of their faith*

A: 59 East Road, Kingston Upon Thames, KT2 6EJ

E: irc59@hotmail.com

T: 020 8549 5499

Kingston Chinese Association *Supports the Chinese community*

A: Murray House, 140 Acre Road, Kingston upon Thames, KT2 6EE

E: ramseychan@yahoo.co.uk (Ramsey Chan)

T: 020 8549 6450

Kingston Somali Association *Supports the Somali community*

A: Room 20, United Reformed Church, Eden Street, Kingston upon Thames, KT1 1HZ

E: kingstonsom@yahoo.co.uk

T: 020 8546 4674

Korean Community Centre *Supports the Korean community*

A: 108 – 110 Coombe Lane, Raynes Park, SW20 0AY

E: yoonkja@googlemail.com (Mrs. Yoon Kyung Ja)

T: 0208 9478194

Milaap Multicultural Day Centre *Support to the different cultural groups, mostly from South Asia*

A: Murray House, 140 Acre Road, Kingston upon Thames, KT2 6EE

E: info@milaapcentreakingston.org.uk

T: 020 8547 2887

People looking for Mental Health information may also find the following websites and helplines useful:

Childline 0800 1111 www.childline.org.uk

MindinfoLine 0845 7660 163 www.mind.org.uk

Open Up www.open-up.org.au

Rethink National Advice Service 0845 456 0455 www.rethink.org

Saneline 0845 767 8000 www.sane.org.uk

Samaritans 020 8399 6676 www.samaritans.org

Time to Change www.time-to-change.org.uk

Young Minds 0808 802 5544 www.youngminds.org.uk