


June 2016

If you are worried about your own mental health and wellbeing, or that of someone you care about, the following service directory (in roughly alphabetical order) gives you a brief description of the services, contact numbers and websites. Click on the organisation's logo to link directly to their website. Alternatively click on the underlined service heading to link to the [Care Point](#) website for more information.

Organisation	Service Description & Website	Phone Number
Family Mosaic 	<p>Family Mosaic services include:</p> <ul style="list-style-type: none"> • Floating support for over 16's - Our service offers free support to people over the age of 16 and we aim to help you improve your ability to live independently in your home or to help you explore your housing options if you are homeless. We can assist you if you are struggling to find employment, are unsure of what benefits you may be entitled to and in managing your debts. 	01708 776770
	<ul style="list-style-type: none"> • Reablement services - Our service offers free, short term care and support to adults living in Havering. We provide a range of support to help people stay independent and remain in, or return to, their own home after a stay in hospital by regaining daily living skills whilst improving their quality of life 	01708 629860
	<ul style="list-style-type: none"> • Learning Disability Support - Our service aims to help people to better maintain tenancy, link them into healthcare services, help with budget/money management or benefits, help increase social skills with training and work opportunities and help develop living skills with broader support into education. 	01708 337319
	<ul style="list-style-type: none"> • Learning Disability/Autism Support - Our service aims to help people to better maintain tenancy, link them into healthcare services, help with budget/money management or benefits, help increase social skills with training and work opportunities and help develop living skills with broader support into education. 	01708 377319
	<ul style="list-style-type: none"> • Young people support - Our service aims to help people to better maintain tenancy, link them into healthcare services, help with budget/money management or benefits, help increase social skills with training and work opportunities and help develop living skills with broader support into education. 	01268 499233
<p>Website: http://www.familymosaic.co.uk</p>		

Havering Mind



[Havering Mind](#) provides advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.

We provide a range of services that;

- Provide advice and information
- Give individuals the tools to manage their mental health
- Provide activities to create peer support

Current services;

- **Befriending** - volunteer befriender supports individuals on a one-to-one basis in their home and community, working together to identify steps to achieve goals and overcome difficulties.
- **Carers** - Confidential groups where carers meet other carers and benefit from staff and peer support, a regular newsletter, one-to-one advice and support, training and awareness sessions, social activities.
- **Child and Adolescent Mentoring Scheme** - volunteer mentor supports a young person to build self-esteem, confidence, motivation, increasing a sense of direction and purpose, supporting academic achievement, encouraging positive interaction and behaviour and to encourage and inspire them to achieve their full potential.
- **Older Wiser Live Longer Stronger Service** - training, group sessions that promote recovery and wellbeing, enable people to maintain or re-build meaningful lives.
- **Referral Enablement and Pathway Service**- one-to-one support with aspects of an individual's life that they are finding difficult to manage whilst they are experiencing mental health problem.
- **Youth in Mind**- support programme for young adults in recovery from mental health distress. Support and encouragement to build fulfilling lives through awareness, prevention and peer support.
- **Live a better life**- physical and mental wellbeing programme. That aims to reduce the risk of obesity, diabetes and heart disease, as well as developing coping skills for mental health.
- Awareness campaigns and training

Website: <http://www.haveringmind.org.uk/>

01708 457040



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Contact: publichealth@havering.gov.uk



www.havering.gov.uk/publichealth






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<p>Havering Shared Lives</p> 	<p>Shared Lives offers adults with social care support needs the chance to receive the care and support they need in a family home with a Shared Lives Carer in the local community.</p> <p>People live in the homes of carers who have been recruited, trained and approved for this purpose. Arrangements can be short term, lasting anything from one night to several weeks, enabling both the person and their carers to have a break. Or they can be more long term, providing the opportunity for the person receiving support to live as part of the family. Emergency placements are also available.</p> <p>Website: http://www.haveringcarepoint.org/care-advice/join-shared-lives/</p> <p>Email: sharedlives.scheme@newham.gov.uk</p>	<p>020 8519 9536</p>
<p>Havering Recovery Community</p> 	<p>The Recovery Community has been set up to provide an additional resource for those who have been discharged from NELFT mental health services or a drug and alcohol service and those who support them. This could be a family member, friend or a carer.</p> <p>We aim to provide an opportunity for diverse groups of people with shared experiences, a common sense of identity and a vision for recovery to come together in their community and support one another.</p> <p>We aim to:</p> <ul style="list-style-type: none"> • Be flexible and responsive to the needs of people in our community • Provide solution focused support for those who need it • Create opportunities for peer support and shared experiences of recovery • Give people access to a safe and informal environment <p>The services and support we offer include:</p> <ul style="list-style-type: none"> • Peer support • Advice and informal support from NELFT staff • Information and guidance from local voluntary organisations • Invitation to attend various fun events <p>The Recovery Community hosts drop-in sessions for anyone to come along for free and speak with one of our advisors. Our drop-in sessions are held every second Friday of the month in Studio 1 at The Billet Building, Fairkytes Arts Centre, 51 Billet Lane, Hornchurch, RM11 1AX. Drop in anytime from 2.00-4.00pm.</p> <p>Website: http://www.nelft.nhs.uk/services-havering-community-recovery-team</p>	<p>0300 555 1092</p>

<p>HAD Havering</p> 	<p>We are a local charity: the main voluntary organisation in the London Borough of Havering that is working on behalf of local people who have a wide range of physical and sensory disabilities and the people who are looking after them at home.</p> <p>We provide information and support to individuals and groups on all aspects of disability and caring. At H.A.D. we have people with extensive knowledge and experience of health and social care and in particular the field of disability and caring and this is made available to local people, professionals and organisations who contact the Association. Information is provided by direct contact with staff and volunteers, by telephone and in writing through info sheets, flyers and other ways.</p> <p>Telephone Monday to Friday 9am to 4pm.</p> <p>Website: http://www.hadhavering.co.uk/</p>	<p>01708 476554</p>
<p>Havering Samaritans</p> 	<p>Samaritans offers confidential non-judgemental emotional support for people who are experiencing feelings of distress or despair, including those which could lead to suicide. We can be contacted by telephone, email, text, letter and face-to-face.</p> <p>You can call us free on 116 123, text, email or write to us 7 days a week 24 hours a day.</p> <p>At 107 North Street we are usually open for visitors from 10.30am-9.00pm Monday to Friday and 2.00-9.00pm on Sundays. Please call 01708 740000 before visiting. Our full address is 107 North Street, Romford, Essex, RM1 1ER.</p> <p>Website: www.samaritans.org/havering</p>	<p>24-hour Freephone 116 123</p> <p>Romford Branch (office hours only): 01708 740000</p>

<p>Havering Health and Sports Development Team</p>  	<p>The aim of the Health and Sports Development Team is to enable the community to participate in sport and physical activity and take steps towards leading a healthy lifestyle. Our work includes the Havering Healthy Walks Scheme, Adult Physical Activity Programme, Physical Activity Referral Scheme, Us Girls Programme, London Youth Games, Children’s holiday activities and Youth Sport.</p> <ul style="list-style-type: none"> • Physical Activity Referral Scheme: 12 week gym based programme offering support and advice for residents aged over 16 with conditions such as diabetes, depression, anxiety, osteoporosis, arthritis or high blood pressure. There is a small charge for gym sessions. Contact your Havering health professional regarding referral to PARS or for info contact 01708 433770 or www.havering.gov.uk/sports • Havering Walking For Health Scheme: Friendly qualified volunteer walk leaders offer free weekly walks from 20-90 minutes. Get active in the fresh air whether you are new to walking, want to increase your fitness or are recovering from illness or injury there is something for you www.havering.gov.uk/sports • Adult Physical Activity Programme: On-going programme of physical activities aimed at adults who are inactive/would like to increase their activity levels. Includes Walking Football, Back to Netball and Zumba Gold. • Havering Active website: Use the Get Active London search tool on Havering Active website to search for sports clubs and activities in Havering www.haveringactive.co.uk 	<p>01708 431742</p>
<p>HUBB</p>	<p>HUBB (Helping Users Bounce Back) is a mutual support group for people living in Havering, Barking and Dagenham who have had a mental illness and, if they request, their carers and other supporters.</p> <p>Our meetings take place every 1st Thursday of the month from 5.00-7.00pm and usually consist of socialising, a guest speaker session, information exchange, a raffle, refreshments and tidying up! Our guest speaker topics have included creative, therapeutic and educational opportunities as well as developments in finance and benefits, housing, local mental health service provision and national policies.</p> <p>Our informative monthly newsletter is sent to every HUBB member, keeping in touch with those who cannot attend meetings.</p>	<p>0798 598 3673 (Secretary)</p>

<p>IAPT</p> 	<p>Everyday life can be tough for anyone. Our talking therapies for Barking and Dagenham, Havering, Redbridge and Waltham Forest, which we call improving access to psychological therapies (IAPT) are free NHS services that can help with a range of problems such as depression, anxiety, stress, bereavement and relationship problems.</p> <p>Our services are confidential and easy to access. Simply complete the online patient referral form on our website or call us direct on one of the numbers below and we'll arrange an initial telephone appointment. Together we will decide the right treatment for you, if we feel that another service will better be able to support you will provide you with the necessary information or make the referral for you.</p> <p>Talking therapies are proven to work, and our friendly, professional teams offer a range of sessions that are designed to help you cope better.</p> <p>Call us between 9am and 5pm, Monday to Friday and we will book you an appointment for an initial assessment. Outside of office hours you can leave your name and contact details on our answerphones and we will phone you back as soon as we can.</p> <p>Website: www.nelft.nhs.uk/services-havering-iapt</p>	<p>0300 300 1554</p>
<p>NELFT</p> 	<p>NELFT NHS Foundation Trust provides community health and mental health services across the north east London Boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest, and in Essex.</p> <p>Website: www.nelft.nhs.uk</p>	<p>0300 555 1200</p>
<p>Richmond Fellowship</p> 	<p>At Havering Positive Future we're here to help anyone with a mental health problem find meaningful activities to build their confidence, meet people, gain skills and get into training, volunteering or work. If you're experiencing a common mental health problem, such as stress, anxiety or depression, then our group activities or one-to-one support can help you achieve your goals. If you've been out of work for a long time due to your mental health and are keen to get back into employment then we can help you recover. If you're a business or an employer we can work with you to improve your workplace wellbeing and support any employees with mental health problems you may have. We also provide one-to-one tailored support for those who are looking to get back into work and those who may need support to stay in work.</p> <p>All of our groups are open to anyone living in Havering who identifies as having a mental health condition. www.richmondfellowship.org.uk/</p>	<p>01708 727726</p>

Riverside Care and Support



Riverside is a group of complementary businesses driven by a clear social purpose, with a charitable housing association at its core. In Havering Riverside Care and Support, is represented by the following schemes:

- **Blackmore House**, is a specialist provision for people over 50, with stable, low/medium mental health needs, in Junction Road, Romford, Essex. It is staffed seven days a week between 8am-9pm, with an out of hours call alarm/warden response system in place. Blackmore House is long term accommodation, with a strong focus on maintenance of skills, encouraging people to maintain their independence.
- **The Boundaries**, is a 24/7 high needs, supported housing scheme in South Street, Romford, for people between the ages of 18-64, who may require high levels of individual support. The emphasis is on customers gaining independence, skills and widening links within the community, through our programmes of support. The Boundaries is short term accommodation with a clear goal for customers to move on to lower support within the community.
- **Lucas Court**, is a medium supported housing scheme, staffed between 8am-6pm Monday –Friday. Customers have their own small flat and the support emphasis is on gaining independence through the supported management of tenancies. Staff support customers with programmes of support designed to encourage independence. The goal is for customers to move out of supported accommodation and into the community.

Website: www.riverside.org.uk/

Service Manager – The Boundaries and Blackmore House
Lorraine.Street@riverside.org.uk 01708 734826 and 01708 721357

Service Manager – Lucas Court
Julie.Main@Riverside.org.uk 01708 760463

Sycamore Trust



We support adults with autism and/or learning difficulties who live independently or in supported living. Our support comes in:

- **Youth Club** - We support young people at our youth clubs to help them learn new skills and build their confidence, whilst having fun and spending time with their peers. Our various youth clubs are held on weekday evenings.
- **Sports Club** - At our sports clubs, we host a range of athletic activities for young people to get involved in, including hockey, football and basketball, along with occasional special activities.
- **Befriending services** - Our befriending service offers supportive and reliable relationships through volunteer befrienders to young people and adults with autism and/or learning difficulties. Our befrienders will work with you one to one on a weekly basis, in your own home, leading to going out and about in the local area or wider community.
- **Autism Ambassadors Employment** - Are you aged 12-18 with Autism? Would you like to help raise Autism Awareness in the Havering borough? If so we need people like you to become Autism Ambassadors. Not only will you be making a positive contribution to our community, we will help to give you: travel

01708 749 816


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	<p>training, more confidence and good experience that can be used on your CV. We also provide a free lunch to our volunteers.</p> <ul style="list-style-type: none"> • Adult Autism Hub - The Autism Hub is about putting Havering residents with autism in control of the delivery and accessibility of local services and opportunities. The Hub will focus on better health outcomes by supporting adults with autism to focus on resilience, support networks and coping strategies. • Social groups for adults - We support adults with autism and/or learning difficulties who live independently or in supported living. We provide our members with social support in a warm and friendly atmosphere with caring staff and volunteers. Coming along to our groups, you can get involved in crafting, games, flower arranging and day trips or you can just enjoy a chat with friends. <p>Website: www.sycamoretrust.org.uk/</p>	
<p>Tapestry</p> 	<p>Tapestry provides a range of services to help adults lead a positive, fulfilling life.</p> <ul style="list-style-type: none"> • Day Care with Tapestry - Do you love meeting up for a chat or putting your wits into a lively quiz? Getting involved in group exercise or relaxing and watching a good film? Whether you prefer to pass the time on your own, or get involved in group activities, Tapestry offers many services including Day Care, Sports and Social Clubs (walking football, snooker, table tennis) • Befriending Services with Tapestry - Do you enjoy a good chat about what's going on locally? A sparky debate about current affairs? If you live alone, or know someone who does, ask Tapestry about their befriending services. Our befrienders are volunteers who can visit you in your home to see how you are doing or phone you on a regular basis for a friendly chat. • Stroke Services with Tapestry - Our stroke service aims to help those who have recently suffered a stroke and their carers, family and friends. • Dementia Services with Tapestry - Our dementia service aims to help those living with dementia and their carers, families, friends. • Health Champions - Interested in health? We currently offer accredited training to become Community Health Champions – contact us for more details • Meals with Tapestry – Tapestry runs two Cafés, in Harold Hill and Hornchurch. Food is available from 9am until 4pm, Monday to Saturday. Takeaway and Take-Home services available from both of these Cafés. Users of the Paines Brook Court Wellbeing Centre (Harold Hill) and HOPWA House Wellbeing Centre (Hornchurch) will receive an inclusive lunch as standard, and can access both the Takeaway and Take-Home service whilst at the centre. Transport available. Website: www.tapestry-uk.org/ 	<p>01708 796600</p>

<p>Voiceability</p> 	<p><u>Independent Mental Capacity Advocacy (IMCA)</u> If you have been assessed as ‘lacking capacity’ to make specific decisions you may be able to get an advocate.</p> <p><u>Independent Mental Health Advocacy (IMHA)</u> We provide the IMHA service for people who need support with their rights under the mental health act. This page gives information about who can get support from an IMHA, and how an IMHA can support you.</p> <p><u>Care & Support Advocacy</u> Do you need help to be involved in decisions about your care needs? An advocate can help you be heard, understand your choices and make your own decisions. Find out about how an advocate can help you, and how to get in touch with the team. Independent advocacy under the Care Act can support people who are having a care and support needs assessment, planning and/or review if they are felt to have substantial difficulty and have no one appropriate to support them. We can also offer support for people who have safeguarding enquiries and those undertaking carers assessments.</p> <p><u>NHS Complaints Advocacy</u> Do you want to make a complaint about a service you or someone you know have received from the NHS but are not sure where to start? VoiceAbility advocates can work with you in a variety of ways to ensure you understand your options and get the best outcome for you. We also have a dedicated website which has a wide range of information to support you make a complaint.</p> <p>Website: www.voiceability.org/services/london-borough-of-havering</p>	<p>0208 590 2666</p>
<p>YMCA Thames Gateway</p> 	<p>The YMCA in Romford is a Housing, Fitness and Childcare provider. Our accommodation caters for young people aged 18+. Children Services provide a Pre School, an After School Club, Holiday Programmes and Birthday Parties. The fitness department cater for all ages and abilities from seated rehab classes right through to high impact aerobic sessions. The gym is fully accessible and open 7 days per week.</p> <p>Website: http://www.ymcatg.org/ymca-romford/</p>	<p>01708 766211</p>