

## Extract from the 2005 Edition of the Southwark Mind Services Directory

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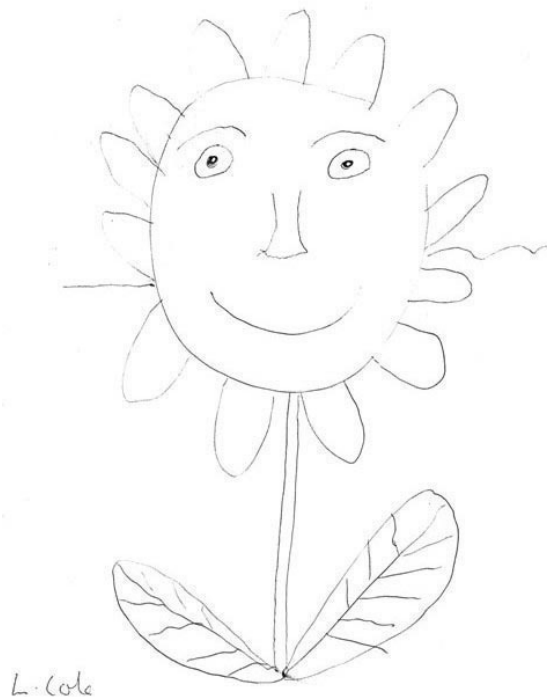
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Visit the fully searchable online version of this directory at  
<http://www.southwarkmind.org.uk/searchframe.html>  
where you can search by Category, by Keyword and by Postcode

To add details of your project to our database for inclusion in any  
future updates phone or email us and ask for a questionnaire form.

Compiled and produced by Alex Clark



## CHAPTER 4: USER AND SELF HELP ORGANISATIONS

### User Organisations

Joining a user group can be a positive experience as you will find many other people who have had similar experiences to you and a good understanding of mental health issues. Many run a variety of special interest support groups and also hold occasional social events etc.

You will also find people who are motivated to campaign to improve the quality of our services. Many user groups in Southwark and surrounding areas are involved in lobbying service providers on a variety of issues, and each have particular strengths.

For example **Southwark Mind** itself has recently started sending User Council representatives to visit the mental health wards at Guys and the Maudsley, **Lambeth Mind** run a highly professional Advice and Information Line most weekday afternoons, **Communicate** offer outreach and befriending services to people on the Maudsley mental health wards, while **ECT Anonymous** are a national organisation that campaigns on issues surrounding the use of electro convulsive therapy.

Whatever reasons brought you into contact with mental health services in the first place, we hope you find a group that represents your interests and concerns and add your voice to the growing numbers lobbying for change.

#### **Bermondsey and Rotherhithe Social and Self Help Group**

**Address1:** c/o Open Door Day Centre

**Address2:** 224 Jamaica Road

**Town/City:** London

**Postcode:** SE16 4BD

**Phone:** 07708 476516

**Description:** New user led group which plans to start a social club in the summer of 2005. Office space has been secured, the plan is to run a social club from premises in Bermondsey and run a Helpline service etc. Phone to confirm date and location of next meeting.

**Special Interest Activities:** Social activities will be decided by the group

**Additional Info:** Please phone or write for more details as this will be a new group for the Bermondsey area and users are invited to get involved

**Referral:** Open access

**Criteria/Catchment:** Mainly for mental health users from Bermondsey and surrounding areas.

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## Communicate

**Address1:** c/o Jane Field Room, Maudsley Hospital

**Address2:** Denmark Hill

**Town/City:** London

**Postcode:** SE5 8AZ

**Phone:** 0207 919 2746

**Description:** Progressive user group primarily for Maudsley hospital service users. As well as involvement in internal issues this group also campaign on issues of service provision in the community. Wide range of projects and activities. Phone for details.

**Special Interest Activities:** Outreach and befriending service to people on wards, advice, support, social events, newsletter etc.

**Opening Hours:** Phone for details.

**Travel:** BR: Denmark Hill / Buses: Any bus to Camberwell Green

**Referral:** Open access

**Criteria/Catchment:** Mainly for people who have been patients at the Maudsley, other interested service users also welcome.

**Disabled Access - ramps, wide doorways, disabled toilet**

## ECT Anonymous

**Address1:** Flat 5, Quaker House

**Address2:** St Marks Street

**Town/City:** Leeds

**Postcode:** LS2 9EQ

**Phone:** 0113 244 5454

**Description:** Information and advice on all issues surrounding the use of Electro Convulsive Therapy (ECT). For people who have had ECT or others who want to find out more about ECT before accepting treatment. Well established campaigning organisation.

**Special Interest Activities:** Involvement in occasional demos, meetings etc

**Opening Hours:** Write or phone. Please leave message if Answerphone picks up call.

**Referral:** Open access

**Criteria/Catchment:** National catchment

## Hear Us

**Address1:** Orchard House  
**Address2:** 15A Purley Road  
**Town/City:** South Croydon  
**Postcode:** CR2 6EZ

**Phone:** 0208 681 6888  
**Other Numbers:** Mobile: 07724 054877  
**Email:** [hearusadmin@hear-us.org](mailto:hearusadmin@hear-us.org)  
**Website:** <http://www.hear-us.org>

**Description:** User run and user-led organisation that exists to promote users and survivors views on mental health issues, to promote positive mental health, to challenge apathy and ignorance within the community, and to challenge tokenism and ensure that everyone is respected as an individual and given equal rights and opportunities.

**Special Interest Activities:** Service User Representative Groups held at Westways Resource Centre, the Fairfield Club, on Bethlem Wards and other venues around Croydon.

**Additional Info:** Runs the Croydon User Council, which holds regular meetings with invited professionals to discuss issues of concern. Phone for further details.

**Opening Hours:** Phone during office hours

**Travel:** BR: South Croydon or Sanderstead

**Referral:** Open access

## Hearing Voices Network

**Address1:** 91 Oldham St  
**Town/City:** Manchester  
**Postcode:** M4 1LW

**Phone:** 0161 834 5768  
**Other Numbers:** Fax: same as phone  
**Email:** [info@hearing-voices.org](mailto:info@hearing-voices.org)  
**Website:** <http://www.hearing-voices.org>

**Description:** Helpline providing information and advice for voice hearers, relatives and carers. Run by volunteers who are mainly voice hearers themselves.

**Opening Hours:** Office hours only, answerphone at other times.

**Referral:** Open access

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## **Lambeth Mind**

**Address1:** Unit 2A, The Co-Op Centre

**Address2:** 11 Mowll Street

**Town/City:** London

**Postcode:** SW9 6BG

**Phone:** 0207 735 3505

**Email:** [info@slmind.freemove.co.uk](mailto:info@slmind.freemove.co.uk)

**Website:** <http://www.lambethmind.org.uk>

**Description:** Run a confidential user-run telephone information Helpline for anyone with experience of mental distress and/or using mental health services. Also for friends, relatives, partners, involved professionals and the general public. Wide range of information including types of counselling services available, advocacy, benefits, self-help groups, medication, your user rights etc. Phone for further details.

**Special Interest Activities:** Engaged in campaigning and user involvement locally. Free newsletter every two months. Volunteering opportunities including helpline and admin. Occasional social events, Survivors Poetry workshop fortnightly. Phone for details.

**Additional Info:** The Helpline is run by a small team who mainly have experience of using mental health services themselves.

**Opening Hours:** Helpline: Mon 11am-1:30pm, Tues & Wed 2:30-5pm, answerphone at other times. General office: Mon-Fri 10am-5pm.

**Travel:** Tube: Oval / Buses: 3, 59, 109, 133, 159, 333

**Referral:** Open access. Phone, email or write.

**Criteria/Catchment:** The Helpline is mainly for Lambeth and Southwark, but does carry info on other areas

**Disabled Access - ramps, wide doorways, disabled toilet**

## Lambeth User Voice

**Address1:** c/o CSN, 336 Brixton Rd  
**Town/City:** London  
**Postcode:** SW9 7AA

**Phone:** 0207 274 4490

**Description:** A user run group campaigning on issues affecting mental health service users. They oppose discrimination and liaise with statutory services to influence service provision.

**Additional Info:** Also see CSN Advocacy Service in Advocacy

**Opening Hours:** Office: Mon - Fri 9am-5pm

**Travel:** BR and Tube: Brixton / Buses: 3, 59, 109, 133, 159

**Referral:** Open access

**Criteria/Catchment:** Residents of Lambeth who have suffered any form of mental distress

**Disabled Access - ramps, wide doorways, disabled toilet**

## Lewisham Users Forum

**Address1:** Independents Centre  
**Address2:** Independents Road, Blackheath Village  
**Town/City:** London  
**Postcode:** SE3 9LF

**Phone:** 0208 297 9593

**Description:** Service user led mutual support network, lobbying on issues surrounding mental health and user empowerment. Run training sessions and interview candidates for the local Health Trust and also hold regular monthly meetings and social events. Phone or write for further details.

**Additional Info:** Links with Lewisham MH Foundation - see Advocacy

**Opening Hours:** Mon-Fri 9:30am-5pm

**Travel:** BR: Blackheath / Buses: 202 to Blackheath Village

**Referral:** Open access

**Criteria/Catchment:** Mainly for people living in and around Lewisham

**Disabled Access - ramps, wide doorways, disabled toilet**

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## **Mad Pride**

**Address1:** c/o 6 Parkstone Road

**Town/City:** London

**Postcode:** E17 3JB

**Phone:** Mobile: 07958 907357

**Email:** madpridelondon@hotmail.com

**Website:** <http://www.madpride.org.uk>

**Description:** User led campaigning organisation committed to improving the civil liberties and human rights of psychiatric patients. Involved in demos, actions and events promoting a variety of mental health issues. Links with Mad Chicks, their women's group. See their website, phone or write for details.

**Special Interest Activities:** Organise benefit gigs in London and other places. Published a book called Mad Pride: A Celebration of Mad Culture and has also released an LP called Nutters with Attitude which is a compilation of bands who play their gigs

**Additional Info:** The telephone number given may be diverted to a different number if there is nobody immediately available

**Opening Hours:** Phone anytime

**Travel:** Events held at various locations

**Criteria/Catchment:** Campaigning organisation for all mental health users

## Mental Fight Club

**Address1:** c/o 21 Douglas Buildings

**Address2:** Marshalsea Road

**Town/City:** London

**Postcode:** SE1 1EJ

**Phone:** 0207 378 1768

**Email:** indian.beantree@btopenworld.com

**Website:** <http://www.into.org.uk/mentalfightclub>

**Description:** Mental Fight Club is a user-led group, open to all, which emerged in 2003/04 from a creative association of around 200 individuals who met to present and listen to the eight sections of Ben Okri's epic poem 'Mental Fight'. Mental Fight Club holds regular events which are open to all, to promote the pursuit and understanding of mental well-being. Phone, write or email for further details.

**Special Interest Activities:** Events include lectures, performances, readings and exhibitions drawing from the experience of all fields of human endeavour, the arts, sciences, philosophy, religion and sport etc.

**Additional Info:** Write or email for information on future events.

**Travel:** Events are held in different venues, where possible with full disabled access

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## **SIMBA**

**Address1:** 1 Amelia Street

**Town/City:** London

**Postcode:** SE17 3PY

**Phone:** 0207 277 3428

**Description:** User-led organisation for black mental health service users, aiming to provide a forum for mutual support and self-help. Other aims include raising awareness on black issues and creative campaigning. Newsletter, other activities/events etc.

**Special Interest Activities:** Regular weekly drop-in, newsletter meetings, self-empowerment and creativity sessions, group poetry performances, networking with other black groups, organise public meetings/events to raise awareness of relevant issues etc.

**Opening Hours:** Drop-in: Tues 12:30-3:30pm at the Lorrimore Centre, Lorrimore Square, London SE17

**Travel:** Buses: P5 stops at door or any bus to Walworth Road by Somerfields and short walk

**Referral:** Open access

**Criteria/Catchment:** Mainly black users but black professionals and white people can join as allies of SIMBA and participate in their open events

**Black and Asian sessions/services**

**Disabled Access - ramps, wide doorways, disabled toilet**

## Southwark Mind

**Address1:** Cambridge House  
**Address2:** 131 Camberwell Road  
**Town/City:** London  
**Postcode:** SE5 OHF

**Phone:** 0207 701 8535  
**Other Numbers:** Fax: 0207 703 2903  
**Email:** [info@southwarkmind.org.uk](mailto:info@southwarkmind.org.uk)  
**Website:** <http://www.southwarkmind.org.uk>

**Description:** User led organisation focused on campaigning for better services. Co-ordinates the Southwark User Council which consists of representatives from day centres and mental health services in Southwark who meet monthly with invited professionals to discuss member's issues and concerns. Also Cuckoo Club every Wednesday evening, Women's Forum, Arts Collective, Rainbow Resource for LGBT users. Free monthly newsletter with details of user events, phone the office to get your name on the mailing list.

**Special Interest Activities:** Cuckoo Club every Wednesday from 5pm-8pm at Cambridge House, Women's Forum featuring free Complementary Therapies, Arts Collective providing opportunities for users to develop and showcase their creative/artistic talents at occasional workshops and events

**Additional Info:** Free membership entitles you to a monthly newsletter with details of many activities/social events that happen around the borough.

**Opening Hours:** Mon-Fri 10am-5pm

**Travel:** BR and Tube: Elephant & Castle / Buses: 12, 35, 40, 42, 45, 68, 148, 171, 176, 468

**Referral:** Open access

**Criteria/Catchment:** Anyone is welcome to become a member

**Women Only sessions/services**

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## **Self Help Organisations**

Many of us find it helpful to talk about particular problems with people who have experienced similar issues themselves. Self-help groups can be personally empowering and can help you navigate your way on the road to recovery. This section includes a range of local and national organisations providing advice and support on a variety of issues. All are free and all provide a fully confidential service.

### **Basement Project**

**Address1:** PO Box 5  
**Town/City:** Abergavenny  
**Postcode:** NP7 5XW

**Phone:** 01873 856 524  
**Website:** <http://freespace.virgin.net/basement.project/default.htm>

**Description:** Produce publications on self-harm and abuse. Some publications are for service users, others are for workers. There is a small charge for these publications. Also provide information on services in different areas. Phone for further details.

**Special Interest Activities:** Produce quarterly newsletter for people who self-harm. Subscription costs for newsletter depends on whether you are a user or worker.

**Additional Info:** Promote good practice in working with people who self-harm and/or survivors of abuse. Work is based on respect for individuals and a person's right to determine their own needs and make choices for themselves.

**Opening Hours:** Mon-Fri 10am-4pm

**Referral:** Open access

**Criteria/Catchment:** National organisation

## Compassionate Friends - Head Office

**Address1:** 53 North St  
**Town/City:** Bristol  
**Postcode:** BS3 1EN

**Phone:** Helpline: 08451 232304  
**Other Numbers:** Admin: 0845 120 3785 Fax: 0845 120 3786  
**Email:** info@tcf.org.uk  
**Website:** http://www.tcf.org.uk

**Description:** National self help network of bereaved parents offering support to parents and families who have lost a child of any age from any cause. Telephone helpline, one to one support, local groups, leaflets, newsletter, correspondence scheme etc.

**Special Interest Activities:** Info leaflets, postal library, quarterly newsletter, local groups, retreats and national gathering etc

**Additional Info:** Support is ongoing, as long as is needed

**Opening Hours:** Helpline: Daily 10am-4pm and 6:30pm-10:30pm

**Referral:** Open access

## Depression Alliance

**Address1:** 35 Westminster Bridge Rd  
**Town/City:** London  
**Postcode:** SE1 7JB

**Phone:** Helpline: 0845 123 2320  
**Other Numbers:** Admin: 0207 633 0557 Fax: 0207 633 0559  
**Email:** information@depressionalliance.org  
**Website:** http://www.depressionalliance.org

**Description:** Head office of a national organisation co-ordinating a network of self-help groups for people with depression, their friends and family. Services include information and advice, confidential support services, pen-friend scheme etc. Phone for details.

**Special Interest Activities:** Phone for details of your local group.

**Additional Info:** Head office provides information and advice by phone only.

**Opening Hours:** Office: Mon-Fri 10am-5pm

**Travel:** Groups held at various locations

**Referral:** Self or any other source

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## **Deptford Hearing Voices Service**

**Address1:** Compass Centre

**Address2:** 32/34 Watson St

**Town/City:** London

**Postcode:** SE8 4AU

**Phone:** 0208 694 6519

**Other Numbers:** Fax: 0208 692 1544

**Email:** Email facility and Discussion area on website

**Website:** <http://www.hearingvoices.net>

**Description:** Range of services for voice hearers at this community day centre. Various themed support groups throughout the week and one to one counselling by appointment. Project worker has Community Nursing and Counselling qualifications. Phone for details

**Special Interest Activities:** Hearing Voices support group every Thursday at 2:30pm at the Compass Centre, and a Sunday afternoon drop-in 1pm-4pm for people who cannot go to groups in weekdays due to work or study commitments. Phone for further details.

**Additional Info:** Limited outreach service in Deptford area.

**Opening Hours:** Office: Mon-Fri 9:30am-4:30pm

**Travel:** BR and Tube: New Cross or Deptford / DLR: Deptford Bridge / Buses: 47, 53, 177, 225, 453

**Referral:** Self or other agencies

**Criteria/Catchment:** Residents of Southwark and Lewisham and areas within SLaM Health Trust. Priority given to Lewisham residents

**Disabled Access - ramps, wide doorways, disabled toilet**

## Eating Disorders Association

**Address1:** 1st floor, Wensum House

**Address2:** 103 Prince of Wales Rd

**Town/City:** Norwich

**Postcode:** NR1 1DW

**Phone:** Adultline: 0845 634 1414 Youthline: 4pm-6pm: 0845 634 7650

**Other Numbers:** Admin: 0870 770 3256

**Email:** info@edauk.com

**Website:** <http://www.edauk.com>

**Description:** National network of self-help groups offering information and advice on a range of eating disorders. Telephone helpline, treatment options, quarterly newsletter etc. Also offer training to professionals and other organisations. Phone for further details.

**Additional Info:** Also run Youthline for people up to 18 years old. Mon-Fri 4pm-6pm, Sat 1pm-4:30pm: 0845 634 7650

**Opening Hours:** Adultline: Mon-Fri 9am-6:30pm, Sat 1pm-4:30pm Youthline: Mon-Fri 4pm-6pm, Sat 1pm-4:30pm

**Referral:** Open access

## Ex-Services Mental Welfare Society

**Address1:** Tyrwhitt House

**Address2:** Oaklawn Rd

**Town/City:** Leatherhead

**Postcode:** KT22 0BX

**Phone:** 01372 841600

**Other Numbers:** Fax: 01372 841601

**Email:** contactus@combatstress.org.uk

**Website:** <http://www.combatstress.org.uk>

**Description:** Help and support for any ex-service men or women suffering from mental health problems due to their service career. Network of welfare officers who can visit at home or in hospital. Help with war pensions and appeals etc.

**Opening Hours:** Office: 8am-5pm

**Travel:** BR: Leatherhead

**Referral:** Self-referral, doctor, family etc

**Criteria/Catchment:** Ex-services personnel of any rank

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## Fellowship of Depressives Anonymous

**Address1:** PO Box FDA Self Help Nottingham  
**Address2:** Ormiston House, 32/36 Pelham St  
**Town/City:** Nottingham  
**Postcode:** NG1 2EG

**Phone:** Information line: 0870 774 4320  
**Other Numbers:** Fax: 0870 774 4319  
**Email:** fdainfo@hotmail.com  
**Website:** <http://www.depressionanon.co.uk>

**Description:** This service provides an information line for anyone at any time. Staffed for several hours a day, answerphone if nobody immediately available. Members receive a newsletter and can join penfriend/phonefriend schemes etc. Can refer to other relevant self-help groups. Phone for further details.

**Additional Info:** Members annual subscription max of £10pa depending on income

**Opening Hours:** Information line on 0870 774 4320 staffed for several hours every day. Answerphone if nobody immediately available.

**Referral:** Self or any other source

**Criteria/Catchment:** For people suffering from depression and those who care about them

## Gamblers Anonymous

**Address1:** PO Box 88  
**Town/City:** London  
**Postcode:** SW10 0EU

**Phone:** 08700 508880  
**Other Numbers:** 0207 384 3040  
**Email:** [info@gamblersanonymous.org.uk](mailto:info@gamblersanonymous.org.uk)  
**Website:** <http://www.gamblersanonymous.org.uk>

**Description:** 24 hour helpline offering help to anyone wanting to give up gambling. Phone for details of local meetings, info booklets, advice and support etc. Also provide telephone advice and run support groups for partners of people with a gambling problem.

**Opening Hours:** 24 hour helpline

**Travel:** Meetings held at a variety locations

**Referral:** Self or any other source

## Manic Depressive Fellowship

**Address1:** 21 St Georges Rd  
**Town/City:** London  
**Postcode:** SE1 6ES

**Phone:** 0845 6340540  
**Other Numbers:** Admin: 0207 793 2600 Fax: 0207 793 2639  
**Email:** [mdf@mdf.org.uk](mailto:mdf@mdf.org.uk)  
**Website:** <http://www.mdf.org.uk>

**Description:** National network of self help groups for people who suffer from manic depression or manic episodes. Information, advice and support, courses available in self-managing a depressive condition. Phone for details.

**Special Interest Activities:** Phone for details of local groups.

**Opening Hours:** Mon-Thurs 9am-5pm, Fri till 4pm

**Travel:** Groups held at different locations

**Referral:** Self or any other source

**Criteria/Catchment:** Anyone suffering from manic depression, their friends, families and carers

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## **National Phobics Society**

**Address1:** Community Resource Centre, 339 Stretford Road

**Address2:** Hulme

**Town/City:** Manchester

**Postcode:** M15 4ZY

**Phone:** 0870 7700 456

**Other Numbers:** Admin: 0161 227 9898 Fax: 0161 227 9862

**Email:** [nationalphobic@btconnect.com](mailto:nationalphobic@btconnect.com)

**Website:** <http://www.phobics-society.org.uk>

**Description:** National network of self-help groups for people affected by anxiety disorders. Access to a range of services including helpline, local groups, book list, contact lists, counselling, clinical hypnotherapy, reflexology, relaxation techniques, Cognitive Behavioural Therapy etc

**Special Interest Activities:** Members newsletter, local groups covering a wide range of anxiety disorders and tranquilliser issues. Phone for details.

**Additional Info:** For free info booklet phone or write enclosing SEA. Membership forms can be printed directly from website. Interesting recommended book list.

**Opening Hours:** Helpline: Mon-Fri 9:30am-5pm 0870 7700 456

**Travel:** Head office is half a mile from Manchester city centre

**Referral:** Open access

**Criteria/Catchment:** National catchment

**Disabled Access - ramps, wide doorways, disabled toilet**

## No Panic

**Address1:** 93 Brands Farm Way  
**Address2:** Randlay  
**Town/City:** Telford  
**Postcode:** TF3 2JQ

**Phone:** Helpline: 10am-10pm 0808 808 0545  
**Other Numbers:** Admin: 01952 590005 Fax: 01952 270962  
**Email:** [ceo@nopanic.org.uk](mailto:ceo@nopanic.org.uk)  
**Website:** <http://www.nopanic.org.uk>

**Description:** Service for people with anxiety disorders, phobias, panic attacks, OCD and tranquilliser withdrawal. Confidential helpline staffed by trained volunteers on 0808 808 0545 manned from 10am-10pm then crisis line overnight

**Opening Hours:** Office: Mon-Fri 9am-5pm Helpline: 10am-10pm

**Referral:** Self or any other source

**Criteria/Catchment:** For people suffering from anxiety/phobias, their carers and families

## OCD Action

**Address1:** Aberdeen Centre  
**Address2:** Suite 107/109, 22/24 Highbury Grove  
**Town/City:** London  
**Postcode:** N5 2EA

**Phone:** Office: 0207 226 4545  
**Other Numbers:** Helpline: 0207 226 4000  
**Email:** [info@ocdaction.org.uk](mailto:info@ocdaction.org.uk)  
**Website:** <http://www.ocdaction.org.uk>

**Description:** Help and advice for people suffering from obsessive compulsive disorders and related conditions. There is a helpline, literature can be sent to you, quarterly newsletter, annual conference etc. Phone for further details.

**Special Interest Activities:** Various fundraising events throughout the year.

**Additional Info:** Membership organisation, costs £15 per year

**Opening Hours:** Helpline: Tues, Wed 9:30am-5pm and Thurs 11am-5pm

**Travel:** BR, Tube and Bus: Highbury and Islington

**Referral:** Self or any other source

## **Overeaters Anonymous**

**Address1:** PO Box 19  
**Address2:** Stretford  
**Town/City:** Manchester  
**Postcode:** M32 9EB

**Phone:** Helpline: 07000 784 985  
**Website:** <http://www.oagb.org.uk>

**Description:** Fellowship of men and women recovering from compulsive overeating. The recovery is helped by attending local meetings and completing a 12 Step program similar to that of Alcoholics Anonymous. Phone for details of local groups.

**Additional Info:** Support for all forms of eating disorders such as obesity, overeating, anorexia and bulimia, excessive exercising, dieting and other obsessions with food and/or the body.

**Opening Hours:** 24 hour answerphone service

**Travel:** Meetings held at different locations. See meeting lists for details.

**Referral:** Open access

**Criteria/Catchment:** The only requirement is a desire to stop eating compulsively

## Rethink - National Voices Forum

**Address1:** 28 Castle St  
**Town/City:** Kingston on Thames  
**Postcode:** KT1 1SS

**Phone:** Switchboard: 0845 456 0455  
**Email:** voicesforum@rethink.org  
**Website:** <http://www.voicesforum.org.uk>

**Description:** National network of people who have experienced severe mental illness or mental distress. Send reps to various committee meetings and conferences etc to give users a voice. Phone for details of local groups.

**Special Interest Activities:** Quarterly national meetings held in Birmingham, quarterly newsletter, occasional conferences, poetry group etc

**Additional Info:** This project is a member of the Mental Health Alliance. Most meetings have disabled access. See other Rethink entries in Advice and carers project in Carers section

**Opening Hours:** Office: Tues, Weds and Thurs 10am-5:30pm

**Travel:** BR: Kingston

**Referral:** Open access

**Criteria/Catchment:** National organisation running a number of local groups. Phone for details.

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## Rethink - User and Carer Involvement Office, London

**Address1:** c/o 30 Tabernacle Street

**Town/City:** London

**Postcode:** EC1A 4DD

**Phone:** Switchboard: 0845 456 0455

**Email:** [info@rethink.org](mailto:info@rethink.org)

**Website:** <http://www.rethink.org>

**Description:** For information on Rethink support groups in the London area contact 0845 456 0455 or email [info@rethink.org](mailto:info@rethink.org)

**Special Interest Activities:** Can provide details of local groups in London

**Additional Info:** See other Rethink entries in Advice and carers project in Carers section

**Opening Hours:** Support group times vary. Phone during office hours for details.

**Travel:** This office does not encourage personal callers but can provide information over the phone or by email

**Referral:** Open access

**Criteria/Catchment:** National service for people with mental health problems, their carers, friends and family

## Samaritans - Head Office

**Address1:** The Upper Mill  
**Address2:** Kingston Road  
**Town/City:** Ewell  
**Postcode:** KT17 2AF

**Phone:** 24 hour helpline: 0845 790 9090  
**Other Numbers:** Admin: 0208 394 8300 Fax: 01753 819004  
**Email:** [admin@samaritans.org.uk](mailto:admin@samaritans.org.uk)  
**Website:** <http://www.samaritans.org>

**Description:** Registered charity offering confidential emotional support 24 hours a day to anybody going through a crisis and/or anybody feeling suicidal. National network of helplines available across the UK. Phone for details of local contact numbers or check website/phone book.

**Additional Info:** Also see entry for Samaritans Southwark

**Opening Hours:** 24 hours by telephone or email. Hours vary for personal visits - phone your local branch for details.

**Referral:** Open access

**Criteria/Catchment:** Anybody needing emotional support.

## Samaritans - Southwark

**Address1:** 362 New Cross Road  
**Town/City:** London  
**Postcode:** SE14 6AG

**Phone:** 0208 692 5228  
**Website:** <http://www.samaritans.org>

**Description:** Local branch of well established national organisation offering telephone helpline for people in personal crisis. Can also be seen in person by appointment. Phone for further details.

**Special Interest Activities:** No disabled access at present. This project's disabled facilities are currently under review - phone for details.

**Additional Info:** Also see entry for Samaritans Head Office

**Opening Hours:** Flexi-time. Phone first before visiting office.

**Travel:** BR and Tube: New Cross / Buses: Any bus to New Cross Road

**Referral:** Open access

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## **Seasonal Affective Disorder Association (SADA)**

**Address1:** PO Box 989  
**Address2:** Steyning  
**Town/City:** West Sussex  
**Postcode:** BN44 3HG

**Phone:** 01903 814942  
**Other Numbers:** Fax: 01903 879939  
**Website:** <http://www.sada.org.uk>

**Description:** SADA runs a network of local groups which supports and advises people suffering from SAD. Also has a lightbox hire scheme, raises money for research and informs the public and health professionals about SAD.

**Special Interest Activities:** Newsletter available. Phone for details.

**Additional Info:** SADA is a voluntary organisation that receives no funding so levies a minimal charge for info and membership.

**Opening Hours:** Phone general office for details.

**Referral:** Open access

**Criteria/Catchment:** National catchment

## Survivors of Bereavement by Suicide (SOBS)

**Address1:** Centre 88, Saner St

**Address2:** Anlaby Rd

**Town/City:** Hull

**Postcode:** HU3 2TR

**Phone:** National Helpline: 9am-9pm 0870 241 3337

**Other Numbers:** Admin: 01482 610728

London Office: 0208 675 5862 or 0207 386 7820

**Email:** sobs.support@care4free.net

**Website:** <http://www.uk-sobs.org.uk>

**Description:** National network of self-help support groups which aims to break the isolation of bereavement and provide a safe, confidential environment where people can share their feelings and experiences. Phone for details.

**Special Interest Activities:** Occasional one day conferences and residential events. Phone for details.

**Additional Info:** Bereavement packs available on request.

**Opening Hours:** Helpline: every day 9am-9pm, Office: Mon-Fri 9am-5pm

**Referral:** Self or any other source

**Criteria/Catchment:** For over 18's who have been affected by suicide

**Disabled Access - ramps, wide doorways, disabled toilet**

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