

## Free Crisis Services

City & Hackney's Crisis Services offer immediate support to people in crisis or in distress. They also follow up with a range of interventions to help people develop ways to cope with difficulties in their life and find ways that help to avoid a crisis. If you are in need of immediate help contact the following services:

### Walk-in Crisis Café

As well as offering a welcome cuppa, the Crisis Cafe is a safe, supportive and therapeutic place for anyone struggling and not coping with life.

- The Café is at: The Raybould Centre | City and Hackney Centre for Mental Health | Homerton Row | London E9 6SR
- It is open from 6.00pm-9.00pm Monday to Friday, and from mid-day to 4.00pm on Saturday and Sunday
- Call Freephone on: **07393 762 366** or email: [elft.crisiscafe2@nhs.net](mailto:elft.crisiscafe2@nhs.net)

### 24 hour Crisis Helpline

Are you in crisis? Do you need immediate help?

The 24 hour Crisis Helpline offers free confidential expert advice, guidance support and referrals to local services.

Call the 24 hour helpline on: **020 8432 8020**

### Service User Network (SUN)

The SUN Service provides crisis support and coping skills to individuals, with or without a mental health diagnosis, in a safe and welcoming group environment. It is designed in with service users and health professionals.

Users of the SUN report that they feel listened to, are supported to better manage future crises, as well as developing a community of support. The SUN is self-referring and once registered, you can drop-in to the thrice-weekly group meetings whenever you wish.

To join the SUN, call: **07508 842 688** or email: [elft.SUN@nhs.net](mailto:elft.SUN@nhs.net)

## Staying well: your guide to mental wellbeing in City & Hackney



- **Free, quick and easy access to a range of services**
- **Flexible online services you can access in your own time**
- **Guided self-help supported by professionals**
- **Face to face services if and when you need it**





## Five ways to better wellbeing

**1. Give** - Taking part in activities, which help others, improves wellbeing and can help build meaningful social connections. For information about volunteering opportunities visit: [www.vchackney.org](http://www.vchackney.org) Cost: free

**2. Keep Learning** - Evidence shows adult learning can have positive effects on well-being, life satisfaction, and optimism. Hackney Learning Trust offer a range of health and wellbeing courses. Visit: [www.learningtrust.co.uk/section/adult-learning](http://www.learningtrust.co.uk/section/adult-learning) Cost: free or low cost registration fee for some courses

**3. Take Notice** - Research has shown that being trained to be aware of sensations, thoughts and feelings for eight to 12 weeks can enhance wellbeing for several years. Sign up to City & Hackney's Wellbeing Network to access an extensive range of Mindfulness groups and online support at: [www.chwellbeingnetwork.london/](http://www.chwellbeingnetwork.london/) Cost: free

**4. Be Active & Healthy** - Regular physical activity is associated with a greater sense of wellbeing, lower rates of depression and anxiety across all age groups. Find out more about your options below:

- [www.hackney.gov.uk/healthy-hackney](http://www.hackney.gov.uk/healthy-hackney) Healthy Hackney £1 classes
- [www.ourparks.org.uk/](http://www.ourparks.org.uk/) (Free)
- [www.corearts.co.uk/core-sport/](http://www.corearts.co.uk/core-sport/) (GP referral only and free)

**5. Connect** - Social networks whether it be family or friends can act as an important buffer against mental ill health.

For detailed information of what is available locally, ask your GP Practice Reception Desk for an appointment with the Social Prescribing team and take a look at the local website: [www.fivetothrive.net](http://www.fivetothrive.net)

## Free Talking Therapies

**Talking therapy is more than just talk:** it's about making changes to overcome problems and improve wellbeing.

**Talk Changes** is a **free and confidential** NHS service for adults (18+) registered with a GP in City and Hackney. The service offers a range of psychological therapies for people, who are experiencing common mental health problems, such as depression or anxiety:

- Access a range of support options including face to face, telephone and online Cognitive Behavioural Therapy (CBT) programmes that you can start using immediately on your computer, tablet or mobile phone.
- Get guided self-help support by professional.
- All guided self-help and therapy options are evidence based, tried and tested treatments for anxiety and depression.

To find out more or self-refer please visit the website: [www.talkchanges.co.uk](http://www.talkchanges.co.uk) or phone: **020 7613 4278**

**Derman** also provide a talking therapy service to the Turkish, Kurdish and Turkish Cypriot community. Call: **0207 613 5944** or email: [services@derman.org.uk](mailto:services@derman.org.uk)

**Bikur Cholim** also provide a talking therapy service to the Charedi Orthodox Jewish community. Contact Leah Chontow by calling: **020 8800 7575** or email: [ehreferrals@bikurcholim.co.uk](mailto:ehreferrals@bikurcholim.co.uk)

**Mind** also provide talking therapies service. Refer online [www.mindhackney.org.uk/make-a-referral](http://www.mindhackney.org.uk/make-a-referral) or contact our Single Point of Entry team t: 0208 525 2301 e: [spoe@mindchwf.org.uk](mailto:spoe@mindchwf.org.uk). Self-referrals welcome.

