

Southend Mental Health Directory

helping towards better mental health

Third edition: January 2005

Compiled and produced by Trust Links Limited in partnership with Southend Manic Depression Fellowship Self Help Group and Southend Association of Voluntary Services (SAVS), with lead funding support from Southend Primary Care Trust.

Designed and Printed by KeyMed, Southend

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Aim of the Directory

This directory may help you if you:

- want to know what help is available on mental health issues and how to access that help
- have a mental health problem or are involved with someone who has
- want to understand more about mental health and be able to help others

Disclaimer

Every effort has been made to ensure that the information in this directory is correct. No responsibility, however, can be accepted for any errors or omissions in the text. Similarly, the type or quality of the service offered by any of the organisations listed cannot be guaranteed by Trust Links Limited and its partners.

Acknowledgements

Trust Links wishes to thank the following members of the Directory Partnership Team for their contribution to the compilation and production of this directory:

- John Barber, Trust Links Growing Together Project Co-ordinator who undertook a major role in the research and compilation of the directory
- Helen Sutherland, Information Officer at Southend Association of Voluntary Services
- Southend Manic Depression Fellowship Self Help Group
- Trust Links Board of Trustees and Charity Manager

Thanks and appreciation also go to the following:

- Southend Primary Care NHS Trust for funding the major part of the production costs
- Trust Links Breakthrough Project Co-ordinator
- The Directors and Staff of Key Med, Southend, whose facilities were made available for the design and printing of the directory
- South Essex Partnership NHS Trust and The Heath Charitable Trust for their donations
- All individual persons and organisations - and also for their agreement to be listed in this directory

Using the Directory

If, on using this directory, you then wish to

- comment about it in any way
- inform Trust Links of any errors or omissions
- receive further copies

please contact the Directory Partnership Team at:

Trust Links Growing Together Project
167-169 Fairfax Drive
Westcliff-on-Sea
Essex SS0 9BQ

Tel: 01702 213134 / Fax: 01702 431612 Email: growingtogether@trustlinks.org

An online version may be obtained from the SAVS website: www.savs-southend.co.uk

Foreword



Councillor Roger Weaver
His Worshipful the Mayor of Southend-on-Sea

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*“I was in despair
and had no-one to turn to for help”*

Member of the public attending ‘On the Edge’ Conference
hosted by Trust Links in October 1999

Introduction

The directory has been produced for the people of Southend and the immediate surrounding area, in order to improve the quality of the information available for those experiencing or supporting others with a mental health problem.

It is well recognised that one adult in six suffers from a form of mental illness at some time during his or her life. The causes, nature and extent of mental ill health are numerous, complex and varied and so generalisations are unwise. What is certain is that, without appropriate help, mental illness can cause extreme distress both to the individual and his or her family and it can also affect the wider community. Fortunately, most people who experience mental ill health can and do recover to lead full lives again, especially if the right help, advice and treatment are accessed easily and quickly.

It was with this vision that Trust Links and its partners first published the Southend Mental Health Directory in October 2001 and, since then, it has been possible for the Team, with support from others with a similar aim, to review and update the entries in the directory and produce a second and now a third edition. Co-operation has been received in a spirit of goodwill from many local organisations, including statutory, voluntary and charitable groups and thanks go to them all.

The Directory

The Directory has two main sections, Part A and Part B:

Part A lists the relevant organisations, both local and non-local, in alphabetical order for easy reference. Information here includes a brief description of the service available and the particular contact details.

Part B gives further information on the organisations listed in Part A, as well as a section on how to access help in an emergency and a short guide to the relevant legal information. Part B also gives details of other organisations and agencies, which, whilst not being main providers of mental health services, may nevertheless assist people to access other useful services.

Mental Health and Mental Illness

When it comes to providing explanations of terms relating to mental health and mental illness, there is a great deal of divergent opinion amongst professionals, practitioners and academics alike, working in this challenging area.

The following categories or explanations are accepted today and apply to or are compatible with references in the directory to conditions and the services which aim to address them. The list is not exhaustive, but contains the more common illnesses and conditions.

1. Functional Disorders

a) Psychosis - main types

This category is regarded as containing the most serious forms of mental illness but many people here have relatively normal lives and lifespans.

Schizophrenia: People who experience schizophrenia often have unusual thought processes that can be very frightening for them. At certain times, their social skills may be affected and they may severely lack energy and motivation.

Bipolar Affective Disorder (Manic Depression or MD): People who experience manic depression have mood swings between extreme 'highs' (including euphoria and delusion) and extreme 'lows' when everything appears bleak.

Unipolar Affective Disorder: People who experience one OR other of the above extremes.

b) Neurosis/ Behavioural problems

Depression

Anxiety

Panic Attacks

Phobias

Obsessive Compulsive Disorders (OCD)

Eating Disorders (including Anorexia Nervosa and Bulimia)

Addictions

2. Organic Disorders

Alzheimer`s Disease

Asperger Syndrome

Autism

Other Brain Conditions

The Need for Services locally

Statutory and Non-Statutory Organisations

Statutory - provided and funded by government and relating to health, social care, education, benefits, police and criminal justice.

Non-Statutory - user and carer groups, charities, other voluntary groups funded in a variety of ways, such as by grants from charitable trusts or public sector organisations, by public subscription or donation and sometimes by the specialist statutory sector.

This directory focuses on the help that is provided locally, whether by local branches of national organisations, or groups, which have been set up wholly on a local basis perhaps from a local initiative identifying a need or gap to be filled.

Whilst research was being undertaken for the directory, people made the following statements:

- Those of us who experience a mental health problem do not always receive appropriate and satisfactory help
- It is not always easy for people to obtain the most appropriate benefit or find ways back into appropriate work
- There is a shortage of appropriate housing
- There is still not enough emphasis given toward tackling mental health problems before they become serious
- The voice of those who are ill - or their carers - is still not being heeded enough
- The power and goodwill of the non-statutory sector can be much better recognised in providing help to those who need it
- There is a need to improve understanding of mental health issues

It is hoped, therefore, that this directory will contribute to the achievement of the long-stated aim by the people and organisations of Southend to improve and enhance the quantity and quality of mental health and related services provided to the local community.

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PART A

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Free, confidential advice and information for 13-19 year olds. Staff at the centre are trained to listen to and support this age group.

Tue, Wed Thu 12noon-6pm

185, London Road, Southend SS1 1PW
Telephone: 01702 341252/340887

Accident and Emergency, Southend Hospital

Deals with accident and emergency matters. Trained physicians and a mental health team can provide help to those with a mental health related emergency.

Prittlewell Chase, Westcliff SS0 0RY
Telephone: 01702 435555

Adult Community College, Southend

Provides a range of educational opportunities and training courses, including for those with disabilities.

Ambleside Drive, Southend, Essex, SS1 2UP

Telephone: 01702 445700

Fax: 01702 445739

Email: info@southend-adult.co.uk

Advocacy Consortium for Southend

Community group of specialist advocacy services providing support and information for groups in Southend, including:

- SE Essex Advocacy for Older People
- NSF/SAS
- BATIAS
- Childrens Advocate
- RAD/St Mellitus
- SAVS

- Phoenix Agency
- Parents Aid
- Mencap
- Independent Living Advocacy

c/o 181, London Road, Southend SS1 1PW

Telephone: 01702 340566

Fax: 01702 340388

Email:

southeastsexadvocacy@btopenworld.com

Advocacy for Older People, S.E. Essex

Provide one-to-one support and citizen advocacy for frail, elderly and housebound people, alone, in hospital or residential care, who may have problems being heard by others, helping them at a critical time in their lives. Recruits and trains volunteers. For people over 60 years in Southend.

Mon-Fri 9am-4pm, 24hr Answerphone

181, London Road, Southend SS1 1PW

Telephone: 01702 340566

Fax: 01702 340388

Email:

southeastsexadvocacy@btopenworld.com

Age Concern Southend

Looks after the welfare of the elderly. Helps in arranging drivers, friendship, street wardens, advice, wheelchair loan, hearing aid batteries and befrienders.

9.30am to 5.00pm Mon to Fri

Lower Ground Floor, Civic Centre, Victoria Ave, Southend, SS9 6ER

Telephone: 01702 215780/1

Fax: 01702 215496

Email: enquiry@acsos.ble.org.uk

Website: www.acsos.ble.org.uk

National Helpline: 0800 009966

Contact the national helpline for information about many of the issues concerning the elderly, e.g. benefits, housing, health.

quality day and home care. Campaigns for improved services and understanding.

Gordon House, 10 Greencoat Place,
London SW1P 1PH
Telephone: 020 7306 0606
Fax: 020 7306 0808
Email: info@alzheimers.org.uk
Website: www.alzheimers.org.uk

Alzheimer's Society, Southend & District Branch

Advise on local services, assistance with behavioural problems, contact with local psychiatric services etc. General help with problems of carers.

Meet at the Wallasea Centre, Rochford (last Thursday in the month 7.30 - 9.30)

30, Leighview Drive, Leigh SS9 4HH
Telephone: 01702 473520

Asperger East Anglia

Provides a comprehensive and integrated service for children and adults with Asperger Syndrome in East Anglia.

Asperger East Anglia, Upper Floor, 2 Lower Goat Lane, Norwich, NR2 1EL
Telephone: 01603 620500
Email: webresponse@asperger.org.uk
Website: www.asperger.org.uk

Association for Pastoral Care in Mental Health

Aims to enhance quality of life, self-respect and spiritual growth of those affected by mental or emotional difficulties. Encourages faith communities to be alongside those affected. Supports local initiatives and works with those recognising the importance of spiritual needs.

c/o St. Marylebone Parish Church,
Marylebone Road, London NW1 5LT
Telephone: 01483 538936

Al-Anon Family Groups

Worldwide fellowship provides understanding and support for families and friends of problem drinkers. Alateen is part of Al-Anon and is for teenagers who are or have been affected by a problem drinker, usually a parent. Phone to find out details of local meetings.

Mon-Fri 10am-4pm

61, Great Dover Street, London SE1 4YF
Telephone: 020 7403 0888 for 10am-10pm daily helpline
Fax: 020 7378 9910
Helpline: 020 7403 0888
Email: alanonuk@aol.com
Website: www.al-anonuk.org.uk

Alcoholics Anonymous

Help for any one who has drinking problems and wants to be free from alcohol addiction. Local groups are operational, adopting the "12 steps" toward recovery principle.

The General Service Office of AA, PO Box 1, Stonebow House, Stonebow, York YO1 7NJ
Telephone: 0845 7697555
Website: www.alcoholics-anonymous.org

Amigos

Partnership project to support vulnerable young people in Southend by offering them mentors. Mission to enable young people to become effective members of the community.

Baryta House, 7th Floor, West Wing, 29, Victoria Avenue, Southend SS2 6AZ
Telephone: 01702 608820
Email: hayleyinnes@southend.gov.uk
Website: www.amigosmentoring.org

Alzheimer's Society

Provides information and education. Funds medical and scientific research. Provides

Email: apcmh@pastoral.org.uk
Website: www.pastoral.org.uk

14, Avenue Terrace, Westcliff, SS0 7PL
Telephone: 01702 331024

Association of Voluntary Services, Southend

Supports and develops community and voluntary groups. Provides resources and training to the voluntary sector. Encourages liaison between voluntary and statutory sectors. Maintains comprehensive information on non-commercial organisations that serve the community, including those mentioned in this directory. Regular newsletters. Meeting rooms for hire. Give-a-Lift scheme. Community café. Volunteer Bureau, including the Millennium Volunteers. Funding Officer and Quality Officer provide help and advice to affiliated organisations

Mon-Fri 9am-5pm

SAVS Centre, 29-31, Alexandra Street,
Southend SS1 1BW
Telephone: 01702 356000
Fax: 01702 356011
Email: admin@savs-southend.co.uk
Website: www.savs-southend.co.uk

Atrium Clinic

Provides individual and group counselling sessions for those experiencing anxiety, stress and depression. Referrals via GPs although private sessions can be arranged.

The Atrium Clinic and Therapy Centre Ltd.,
31, Clarence Street, Southend SS1 1BH
Telephone: 01702 342256
Fax: 01702 344734
Email: smile@atriumclinic.co.uk
Website: www.atriumclinic.co.uk

Avenue Carers

Carers supporting carers

Centre open: 10am-4pm Wednesday

Bar'n Bus

Mission and evangelism amongst young people through clubs, schools, drop-in centres (including opposite Sea Life Centre, Southend) and static buses.

319a, London Road, Hadleigh SS7 2BN
Telephone: 01702 551881
Fax: 01702 551880
Email: team@barnbus.org.uk
Website: www.barnbus.org.uk

Benfleet Open Door

Counselling for individual and family problems.

Mon, Tues 6pm-10pm.

Appointments Mon-Fri 8.30am-6pm.

Use Benfleet Methodist Church, also use Citizen Advice Bureau offices in Rayleigh

Thu 4pm-10pm

Address for correspondence:

6, Mill Hill, Benfleet, Essex SS7 1NJ
Telephone: 01268 793025

Better Caring

Helps care professionals and consumers find care homes in the UK.

2 Cairns House, 10 Station Road,
Teddington, Middx TW11 9AA
Telephone: 0845 644 1701
Fax: 0208 9731101
Email: info@bettercaring.co.uk
Website: www.bettercaring.co.uk

Breakthrough

Trust Links initiative and a pilot programme under Southend Social Care carers' grant, to support carers of people with mental health problems in Southend.

c/o Avenue Carers, 14, Avenue Terrace,
Westcliff SS0 7PL

Telephone: 01702 331024 or 346001

Email: breakthrough@trustlinks.org

Bridge Counselling Services

Branch of WHCM. Offers counselling to those with emotional and relationship problems, includes depression, anxiety, bereavement, sexual, confidence crisis, relationships. Children, young people, couples and family counselling.

9am - 9.30 pm Mon - Thu, 9am - 5pm Fri

Bodey House, Church Walk, Basildon
SS14 1WW

Telephone: 01268 822800

Fax: 01268 822802

Email: bridge@wchm.org.uk

Care Centres Network

A network of over 162 independent centres that provides care for any women and her partner faced with an unplanned pregnancy or pregnancy loss, including abortion. Phone the helpline for details of local centres.

1, Winton Square, Basingstoke RG21 8EN

Telephone: 01256 477 300

Fax: 01256 477 301

Helpline: 0800 028 2228

Email: ccn@care.org.uk

Website: www.pregnancy.org.uk

Carers' Forum, Southend

Promoting the interests and fostering the support of informal carers. Keen to give talks to allied groups/organisations. Befriending. Drop-in Centre.

Carebreak Centre

Sat 10am-2pm, Priory House, Burr Hill Chase, Victoria Avenue, Southend

Mon-Fri 10am-2pm

The Southend Carers' Forum is a charity, whose primary aim is to support the needs and represent the views of the Carer. It is a coalition comprising of Carers and those who wish to support Carers.

SAVS Centre, 29-31, Alexandra Street,
Southend SS1 1BW

Telephone: 01702 356093

Fax: 01702 356099

Helpline: 01702 393933

Email: info@southendcarers.co.uk

Carers UK

Charity which provides nationwide support to anyone who is a carer: provides information and advice to carers, campaigns for better deals for carers, supports and commissions research, provides training and advice to professionals who work with carers.

20/25 Glasshouse Yard, London, EC1A 4JT

Telephone: 020 7490 8818

Fax: 020 7490 8824

Email: info@ukcarers.org

Website: www.carersonline.org.uk

Child and Family Consultation Service

Provides mental health services to children, adolescents and their families. Professional referral required.

Warrior House, 42-82 Southchurch Road,
Southend SS1 2LZ

Telephone: 01702 577090

Fax: 01702 577100

Childline

Free national helpline for children and young people in danger and distress. Confidential phone counselling for any child.

24 hours

Freepost NATN 1111, London E1 6BR
Telephone: 020 7650 3200
Fax: 020 7650 3201
Helpline: 0800 1111
Minicom: 0800 400222 (for deaf and speech impaired children and young people)
Additional helpline for children away from home: 0800 884444 (Mon-Fri 3.30pm-9.00pm, Sat,Sun 2.00pm-8.00pm)

Email: info@childline.org.uk
Website: www.childline.org.uk

Children's Society

Improves the situation of the most disadvantaged children and young people through the provision of projects and by campaigns. Involved in local projects e.g. regeneration of Milton Ward and Southend Youth Offending Team.

Mon-Fri 9am-5pm

East of England Regional Office,
20-22, White House Road, Alpha Business Park, Ipswich, Suffolk IP1 5LT
Telephone: 01473 461911
Fax: 01473 741908
Email: lorraine.lloyd@childrensociety.org.uk
Website: www.the-childrens-society.org.uk

Christian Counselling Service, Southend

Provide a professionally run confidential counselling service of high quality to all in Southend and surrounding area regardless of religious belief, who are over 13. Telephone for appointment. Answerphone.

6, Clarence Road, Southend SS1 1AN
Telephone: 01702 335252
Email: enquiries@christiancounselling.info

Churches & Refugees Together

Advice on benefits, health clinic, toddler group and midwife, social workers.

Part A – Contact Details of Organisations
Language classes. Refreshments. Practical support e.g. clothing. Translators. For asylum seekers, with and without refugee status.

Mon, Thu 10am-2.00pm

This is a joint effort that involves volunteers from churches and other places working with Social Care and Health Services.

Clarence Road Baptist Church, Clarence Road, Southend SS9 3LG
Telephone: 01268 773123

Churches Together in Southend

Umbrella group for churches in Southend wishing to work together.

20, Marguerite Drive, Leigh SS9 1NW

Telephone: 01702 474906

18, Trinity Road, Rayleigh, Essex

C.I.R.C.L.E.S

(Central Information Resource for the Community for Learning Education and Skills). Provides skills training and capacity building projects for local residents (Woodgrange Drive estate). Provides information and advice on community issues for local residents.

Centre Place Community Centre, Prospect Close, Southend, SS1 2JB

Telephone: 01702 600211

Email: circlesproject@yahoo.co.uk

Citizens Advice Bureau, Southend

Provides advice and information.

Mon-Fri 10am-4pm, Tue 7pm-9pm, Sat 10am-noon

1 Church Road, Southend SS1 2AL

Telephone: 01702 610610

Fax: 01702 469999

Email: bureau@southend.cabnet.org.uk

Clifton Lodge

Clifton Lodge provides continuing care for older people with long term mental health needs. The unit also provides short-term respite care.

Clifton Lodge, Balmoral Road, Westcliff, Essex SS0 7DM
Telephone: 01702 238240

C.O.A.S.T

Community Outreach and Support Team working with clients with severe substance misuse.

Thamesgate Business Centre, Thamesgate House, 37 Victoria Avenue, Southend, Essex, SS2 6DF
Telephone: 01702 349516
Fax: 01702 394271

Commission for Racial Equality

Advises people with complaints of racial discrimination, conducts investigations, takes legal action, issues codes of practice, advises employers on how to avoid discrimination, makes representations to government and initiates education campaigns.

St Dunstan's House, 201-211 Borough High Street London SE1 1GZ
Telephone: 020 9390000
Email: info@cre.gov.uk
Website: www.cre.gov.uk

Connexions

A new information, advice, guidance, mentoring and support service for all 13 to 19 year olds in England.

Telephone: 01376 533060
Fax: 01376 533061
Email: enquiries@estconnexions.co.uk
Website: www.estconnexions.co.uk
Website: www.connexions.gov.uk

For local details contact:

Rutland House 90-92 Baxter Avenue, Southend, SS2 6HZ
Telephone: 01702 272300
Fax: 01702 272310

Criminal Justice Mental Health Team

Provides a holistic service for people in the criminal justice system who have a mental health problem, extending to police stations, courts, prisons and the probation services. Referrals from anyone to do with criminal justice system or health professionals or individuals and their carers.

Mon - Thu 9am – 5pm, Fri 9am - 4:30pm for assessment, information and advice.

134, High Street, Rayleigh SS6 7BX

Telephone: 01268 778282 x440
Fax: 01268 778269

Crossbow Partnership

Southend Borough Council are the lead partner and accountable body for all the Single Regeneration Budget Schemes (SRB) linking with several local and non-local organisations, responding to the need for regeneration in Southend, bringing help into areas that have social and environmental problems.

c/o Chief Executive and Town Clerk's Department, PO Box 6, Civic Centre, Victoria Avenue, Southend-on-Sea SS2 6ER.

Information on the Schemes and the projects can be is available from:

Telephone: 01702 215429
Fax: 01702 215707
Website: www.crossbow.org.uk

Cruse Bereavement Care, Southend

Someone to talk to for widows, widowers and their families. Practical advice and

social activities. Personal and confidential counselling to all bereaved people.

Helpline (national): 0870 167 1677
Referrals (local): 01702 710683

Dementia Advocacy Service

Provides an advocacy service for Southend residents who can't cope or are over 55 and are the carer for a Dementia sufferer. Joint venture between South East Advocacy for Older People and the Phoenix Agency.

181, London Road, Southend SS1 1PW
Telephone: 01702 340566/461357

Department of Work & Pensions

First stop for retirement pension otherwise use Job Centre Plus or One. Deals with pensions, income support, incapacity benefit, and changes in circumstances. Some advice on benefits. Local advice surgeries available. Social fund.

Mon-Thu 8.45am-5pm, Fri 10am-5pm

Formerly known as Department of Social Security and also Benefits Agency.

47, Victoria Avenue, Southend SS2 6DR
Telephone: 01702 222300
Fax: 01702 222435
Helpline: 0800 882200

Depression Alliance

Produces publications on various aspects of depression. Provides written advisory service offering support and understanding. Facilitates self help groups across the UK. Organises workshops, seminars and conferences on depression related issues.

35 Westminster Bridge Road, London,
SE1 7JB
Telephone: 0845 1232320
Fax: 020 7633 0559

Email: information@depressionalliance.org
Website: www.depressionalliance.org

DIAL, Southend

Information and advice service for people with disabilities, including benefits advice.

Mon-Fri 10am-4pm 24hr answerphone

SAVS Centre, 29-31, Alexandra Street,
Southend SS1 1BW
Telephone: 01702 356031
Minicom: 01702 356041

Dial-a-Ride, Southend Council

Minibus travel for people who are unable to use public transport, covers Southend and Castle Point. Free wheelchair loan for Southend Town Centre between 10am and 4pm. Brokerage Scheme for underused minibuses.

Office: Mon-Fri 9am-4.30pm Sat 9am-12.30pm

Tickfield Ind Estate, Tickfield Avenue,
Southend SS2 6LL
Telephone: 01702 215666/5
Fax: 01702 215461

Disability Benefit Enquiry Line

Help for filling in or enquiries about the following claim forms: Attendance Allowance, Disability Living Allowance, Disability Working Allowance, Industrial Injuries (bronchitis and emphysema) Disablement Allowance, Invalid Care and Severe Disablement.

Mon-Fri 8.30am-6.30pm, Sat 9am-1pm

Telephone: 0800 882200

Disability Employment Advisor

Advise people who have special needs to find and keep suitable employment.

Mon - Wed, Fri 10am-4pm, Thu 9.30am-4.30pm

Dencora Court, Tylers Avenue,
Southend SS1 2AP
Telephone: 01702 575831/575833
Fax: 01702 575701

Disability Rights Commission

Independent body, established by Act of Parliament, whose aim is to eliminate discrimination against disabled people and promote equality of opportunity, whose goal is for a society where all disabled people can participate fully as equal citizens.
8am-8pm Mon-Fri DRC Help Line

FREEPOST MID 02164, Stratford upon Avon, CV37 9BR
Telephone: 08457 622633
Fax: 08457 778878
Email: enquiry@drc-gb.org
Website: www.drc-gb.org

Dove Project

Managed by Womens' Aid, Southend. Drop in centre for women suffering domestic violence. Advice surgeries, including legal surgery by appointment only (Wednesday), daily. 24 hr crisis helpline. Outreach. Counselling offered.

Mon-Thu 9.30am-4.30pm, Fri 9.30am-4pm

4, West Road, Westcliff SS0 9DA
Telephone: 01702 302333
Fax: 01702 300063
Helpline: 01702 300006

Drug Action Team, Southend

Responsible for overseeing the local implementation of the Government's anti-drug strategy. The website offers help and advice on substance misuse.

Thamesgate Business Centre, 37, Victoria Avenue, Southend, SS2 6DF

Telephone: 01702 345348
Fax: 01702 349885
Website: www.southenddat.org.uk

Drug Rape Trust

Offers support and advice to victims of drug assisted rape.

177, Southchurch Boulevard,
Thorpe Bay SS2 4UT
Email: info@drugrapetrust.org

Eating Disorders Association

National charity providing information, help and support for people affected by eating disorders, in particular, anorexia and bulimia nervosa. Facilitates self-help support groups.

Helpline: 8.30am - 8.30pm Mon-Fri 1pm-4.30pm Sat
Youthline: 0845 6347650 4am - 6.30pm Mon-Fri
Recorded message 0906 3020012 (8mins, 50p per min)

First Floor, Wensum House, 103, Prince of Wales Road, Norwich, Norfolk NR1 1DW
Telephone: 01603 619090
Fax: 01603 664915
Helpline: 0845 6341414
Email: info@edauk.com
Website: www.edauk.com

Eating Disorders Nurse

Provides help for those experiencing eating disorders, in particular Anorexia and Bulimia. Referrals taken via sector consultant psychiatrist. Tertiary service.

South Essex Eating Disorder Service,
Mental Health Unit, Basildon & Orsett Hospital, Nethermayne, SS16 5NL
Telephone: 01268 593484

Emergency Social Work Duty Team, Essex

Contact here for emergencies occurring "out of hours". 5.30pm to 9.00am Mondays to Thursdays, and at weekends from 4.30pm Fridays until 9.00am Mondays, and during Bank Holidays.

Telephone: 01245 434083

ENHANCE

Educational Needs Helped and Advanced by Networking with Commerce and Enterprise. Aims to prepare pupils for future life and work by promoting links with businesses.

Shoebury High School, Caulfield Road, Shoebury, SS3 9LL

Telephone: 01702 296207

Ethnic Minorities Forum

Essex Counselling Services

Specialises in helping victims of sexual abuse in men, women and children, and domestic violence. While dealing with women and children it also specialises in counselling for men. All emotional issues are covered including CBT, trauma, childhood. Work with couples as well.

24hr answerphone

371, Westborough Road, Westcliff SS0 9TS
Telephone: 01702 434316

Evidenced Based Mental Health

A research-based website by the Centre for Evidence based Mental Health. It is a useful source for current mental health research material, both medical and non-medical.

Telephone: 01865 226485

Email: enquiries@cebmh.com

Website: www.cebmh.com

Fair Haven & Little Haven, S.E. Essex Christian Hospices

Provides care and support for terminally ill patients and their families. Day and respite care. Provides home nursing. Offers a bereavement support and counselling service (for all) including arranging self help groups.

Stuart House, 47, Second Avenue, Westcliff SS0 8HX

Telephone: 01702 220350

Fax: 01702 220351

Email: stuarthouse@seech.org.uk

Families Need Fathers

National network that campaigns and provides support for fathers who because of family breakdown have restricted access to their children. Believes the best parent is both parents.

Telephone: 0207 613 5060

Website: www.fnf.org.uk

Family Group Conference Service, Essex

Running mental health pilot projects for bringing together those experiencing mental health problems, their family and those who provide care to help agree the best way to provide treatment, particularly if the condition were to worsen. Currently the scheme does not operate in Southend.

Table House, 5 Coggleshall Road, Braintree, CM7 9DB

Telephone: 01376 555415

Family Mediation Service, South Essex

Discusses the future arrangements for children, finance and/or property when couples are separating or divorcing, when it may be hard for partners to talk

29, Harcourt Avenue, Southend SS2 6HT
Telephone: 01268 285111

24hrs helpline. Meetings: Fri 8.15pm 18,
Dundonald Drive, Leigh

P.O. Box 88, London SW10 0EU

Telephone: 020 7384 3040

Helpline: 020 7384 3040

Email: pro@gamblersanonymous.org.uk

Website: www.gamblersanonymous.org.uk

Family Planning Services

Operate clinics throughout the town.
Provides advice and support on all matters
relating to sexual health.

Monday to Thursday 8.30am-9pm Friday
8.30am - 5.00pm, Saturday 11.00am -
1.30pm.

Kingsley Ward Centre, Warrior House, 42-
82 Southchurch Road, Southend SS1 2LZ
Telephone: 01702 577110

Fellowship of Depressives Anonymous

National charity that offers an information
and support service by telephone to any
experiencing depression, their carers and
friends. Provides newsletters. Facilitates pen
friend and phone a friend services.

Information line: 0870 774 4320

First Steps to Freedom

Provides help and advice for those
experiencing stress and anxiety, phobias,
panic attacks, those wishing to come off
tranquillisers and anti-depressants, and
Obsessive Compulsive Disorders (OCD).
Supports family and friends.

Helpline 10am - 10pm. Outside these hours a
helpful recorded message is provided.

1 Taylor Close, Kenilworth, Warwickshire,
CV8 2LW

Telephone: 01926 864473

Fax: 01926 864 473

Helpline: 01926 851608

Email: info@first-steps.org

Website: www.first-steps.org

Gamblers Anonymous & Gam Anon

Self-help groups, practical advice and
friendship for compulsive gamblers, their
families and friends.

Gateway to Healthy Living

Help for young people aged 17-30 towards
living independently, help with accessing
training, education, health advice and
assistance back into employment.

YMCA, Ambleside Drive, Southend, SS1
2FY Telephone: 01702 301309

Fax: 01702 301000

Give-A-Lift (SAVS)

For the first 20 miles it's 39p per mile on the
full round journey from the driver's home,
after that it's 30p per mile.

SAVS Centre, 29-31, Alexandra Street,
Southend SS1 1BW

Telephone: 01702 356000

Globe Surgery

GP service for homeless people.

Telephone: 01702 349516

Fax: 01702 394271

Google

One of the best website search engines for
finding out information to do with health, in
particular health related research

www.google.com

Growing Together Project

This project has been set up to help those
who are experiencing stress and a wide
variety of other mental health problems and
is a Trust Links initiative. It aims to lead the
way to better mental health in the following
areas:

- therapeutic garden
- resource centre
- client support
- mental health awareness training
- research
- networking

167-169 Fairfax Drive, Westcliff, SS0 9BQ
Telephone: 01702 213134
Fax: 01702 431612
Email: growingtogether@trustlinks.org

Hamlet Court Road Community Information Shop

Provides information for the public, including mental health information.

116 Hamlet Court Road
Westcliff-on-Sea,
Essex, SS0 7LP

Tel: 01702 341684
E-mail: info@hamletcourtrroad.com
Website: www.hamletcourtrroad.com

HARP (Homeless Action Resource Project)

An integrated service supporting Southend's homeless. Offers a broad range of services aimed at tackling the issues facing Southend's homeless. Provides homeless people with help and advice in securing accommodation, and to alleviate homelessness through the provision of short term emergency accommodation.

Homeless Day Services - for families and single people living in bed and breakfast and temporary accommodation or homeless. Laundry, shower facilities and hot meals. Accommodation advice and access to other advice agencies.

59 Valkyrie Road, Westcliff, SS0 8AW
Telephone: 01702 430696
Mon-Fri 10.30am - 4.30pm
Outreach for young people 10.30am-4.30pm

Homeless Night Services – overnight emergency accommodation.

58 York Road, Southend, SS1 2BY
Telephone: 01702 602913
Mon-Sun 7.30pm-9.00am

Email: harpnightserv@freeuk.com
harpdayserv@freeuk.com
Website: www.services4homeless.org.uk

HIV & AIDS Care Services

General health advice, combination therapy advice and support, access to support group and drop in service. Confidential counselling, same day HIV testing service. In-patient liaison, care and treatment advice.

Mon-Fri 9am-5.30pm
Counsellor 01702 435555 ext. 2208
Specialist Social Worker 01702 534779
National helpline 0800 567123

Southend Hospital, Prittlewell Chase,
Westcliff, SS0 0RY
Telephone: 01702 391706

Home Care/Help Service, Southend

Regular help e.g. with getting up, getting dressed, making meals. A charge is made for this service.

Queensway House, Essex Street,
Southend SS2 5TD
Telephone: 01702 215000 ext 4777 and 4440

Hebrew Congregation, Southend & Westcliff

Religious services, religious education and social events.

Finchley Road, Westcliff SS0 8AD
Telephone: 01702 344900
Fax: 01702 391131

Email: enquiries@ilaessex.co.uk

Hindu Association, Southend

Provides support and advice for all Hindus.

10, Stonehill Close, Leigh SS9 4AZ
Telephone: 01702 524851

Home-Start, South East Essex

Offers support, befriending and practical help for families with at least one child under the age of five, experiencing difficulties or stress. Self referral or referred to by statutory or voluntary organisations.

Mon-Fri 9.30am-1pm

Friendship House, 484, Southchurch Road,
Southend SS1 2QA
Telephone: 01702 300107
Email: home-startsee@wwmail.co.uk

Hospital, Southend NHS Trust

Provides an extensive range of hospital services serving the needs of the people of Southend.

Prittlewell Chase, Westcliff SS0 0RY
Telephone: 01702 435555
Website: www.southend-hospital.co.uk

ILA Essex

Supports disabled people including those with mental health needs. Encourages independent living, e.g. allocating money to spend on services as required by the one receiving help. Help with housing, transport, complaints, financial management, legal matters. Works in partnership with statutory (especially social care) and voluntary organisations.

Mon-Fri 9.30am-4pm

Unit 4, Whitelands, Terling Road, Hatfield
Peveiel, CM3 2AQ
Telephone: 01245 380888
Fax: 01245 380803

InterAct

"Bridges" programmes. Training for people recovering from mental ill-health. Access to education and work opportunities. Computer refurbishment - donated to Africa. Provides mental health awareness training to churches, schools and businesses

Moulsham Mill, Parkway, Chelmsford
CM2 7PX
Telephone: 01245 608201
Fax: 01245 608310
Email: mail@interact.org.uk
Website: www.interact.org.uk

Islamic Trust, Southend

Religious services and support for Southend's Muslim community.

191-197, West Road, Westcliff SS0 9DH
Telephone: 01702 347265

Jewish Association for the Mentally Ill

Help for the mentally ill, specifically from among the Jewish community.

16a, Northend Road, Golders Green, London
NW11 7PH Telephone: 020 8458 2223
Email: ruth.jami@btopenworld.com

Jewish Care, Southend & Westcliff

Provides advice and support and comprehensive social services for members of the Jewish community. This includes help with mental health issues, liaising with other bodies as required. Helps Holocaust survivors and those experiencing persecution.

Raymond House, 7, Clifton Terrace,
Southend SS1 1DT
Telephone: 01702 352956
Fax: 01702 435027

Job Centre Plus, Southend (Dencora Court)

Initial point of contact for making claims for benefits (not retirement) or seeking employment.

Mon - Thu 9am-5pm;

Fri 10am-5pm

Dencora Court, Tylers Avenue,
Southend SS1 2AP
Telephone: 01702 575700

~~Job Centre Plus, Southend (Civic Centre)~~

~~Initial point of contact for making claims for benefits (not retirement) or seeking employment.~~

~~Mon - Thu 9am-5pm~~

~~Fri 10am-5pm~~

~~Civic Centre, Victoria Avenue,
Southend SS2 6EP~~

~~Telephone: 01702 215284/215289~~

Koinonia Trust

Provides housing for people with a history of mental illness. Residents look after themselves although support is provided.

26, Appledore, Shoebury,
Southend SS3 8UW
Telephone: 01702 587867

Leapfrog Family Project

Free day centre service providing advice and support for families in temporary accommodation and homeless. Drop in, Crèche, After School Club and Holiday Play scheme.

Drop in: Mon, Wed, Fri 1.30am-3pm

Crèche: Tue, Thu 10am-1pm

After School Club: Tue, Thu 3.30-5.30

59, Valkyrie Road, Westcliff SS0 8AW

Telephone: 01702 390665

Fax: 01702 393752

Library, Southend

Public Library and Information Service.

Mon-Fri 9am-7pm, Sat 9am-5pm

Victoria Avenue, Southend SS2 6EX

Telephone: 01702 612621

Fax: 01702 469241

Text phone: 01702 600579

Email: library@southend.gov.uk

Website: www.southendlibrary.com

Lighthouse Family Trust

Pregnancy testing, post abortion, miscarriage and still birth counselling. All services are free, clients can take time to explore all options in confidence, opportunity to work through issues following abortion or miscarriage, whether recent or some time ago. Also works with men.

Mon 9am-11.30am, Tue 1pm-3pm, Wed 1pm-3pm, Thurs 2pm-4pm, evenings by appointment.

Mackmurdo House, 79, Springfield Road,
Chelmsford, CM2 6JG

Telephone: 01245 494838, 0800 028 2228

Living Room

Provides a day centre for disadvantaged families and other marginalized groups. Gives some ongoing support. Offers a meeting place for separated families. Teaches parenting skills.

Plaza Centre, 600 Southchurch Road,
Southend, SS1 2PT

Telephone: 01702 461616

Fax: 01702 300121

L R Training Partnership

Provide Jobsearch facilities for the unemployed deemed to require additional support. To assist disabled/disadvantaged groups to find suitable employment, either supported employment or full/part time work. Provides some life skill training.

Mon-Fri 9.30am-4.30pm

534, London Road, Westcliff SS0 9HS

Telephone: 01702 433888

Fax: 01702 437779

Email: linrobson@aol.com

Website: www.lrtraining.com

Main Support Systems

~~Provides multi-sensory awareness and life-skill training courses, particularly suitable for those who have been out of education for some time or who are low in self-confidence.~~

Contact:

Manic Depression Fellowship

Helps people with manic depression, their relatives, friends and others who care. Provides local self-help groups and helpful literature. Runs training courses on managing manic depression.

Castle Works, 21, St. George's Road,
London SE1 6ES

Telephone: 020 7793 2600

Fax: 020 7793 2639

Email: mdf@mdf.org.uk

Website: www.mdf.org.uk

Manic Depression Fellowship Self-help Group, Southend

Self-help group for people who have experienced manic depression, and/or their family and friends and others who care. The group facilitators are someone with a diagnosis of MD but who has been well for over 10 years together with someone who has been a carer. The group is part of the

MDF and meets under their group guidelines.

Meet at SAVS Centre, 29-31, Alexandra Street, Southend. 3rd Tue of month, 7.45pm-9.30pm

c/o SDMHA 112a, Southchurch Road,
Southend SS1 2LX

Telephone: 08456 340 540 National MDF
office (local call cost)

Fax: 0870 126 8082

Email: mdf.southend@btinternet.com

Website:

www.mdf.southend.btinternet.co.uk

Marigold Family Resource Centre

Part of Social Care. Provides assessments, undertakes therapeutic work with individual children and with families. Offers advice, support, education on parenting, counselling and grief support. Works with individuals and groups and links with other organisations working in these areas.

Mon-Fri 8.30am-5pm, Drop in open Mon,
Fri 9.30am-11.30am

c/o 62, Avenue Road, Westcliff SS0 7PJ

Telephone: 01702 337455/346671

Fax: 01702 434287

Marriage Care, Southend

Relationship counselling and marriage support service. Part of a national network, linked to the Catholic church, but service is open to all. Telephone for an appointment (meets at various centres). Contact helpline for an immediate consultation with a counsellor.

Telephone: 01702 233344

Helpline: 0845 6606000

Mencap, Southend

Looks after the needs of learning disabled children and adults, their families and carers.

Training schemes, advocacy service and very active sports club, music school. Its aim is to have workshops and an information service.

Mon-Fri 9.30am-4pm

The Harvey Centre, 100, London Road, Southend SS1 1PG

Telephone: 01702 341250

Fax: 01702 437435

Helpline: 01702 341250

Email: smencap@btclick.com

Website: www.home.btclick.com/smencap

Mental Health Foundation

UK's only charity concerned with both mental health and learning disabilities, covering prevention, treatment and care aims to reduce stigma and prejudice. Provides high quality information for policy makers and workers in mental health.

83 Victoria Street, London SW1H OHW

Telephone: 0207 802 0300

Fax: 0207 802 0301

Email: mhf@mentalhealth.org.uk

Website: www.mentalhealth.org.uk

Mental Health Information Line, South Essex

Provides information on mental health services available in South Essex and limited advice.

Mon - Fri 10am - 2pm and 4pm to 8pm

Sat & Sun 10am to 6pm

and most Bank Holidays

440-442, Whitmore Way, Basildon SS14

2EZ Telephone: 01268 287755

Fax: 01268 285657

Helpline: 0845 6013617

Mental Health Unit, Basildon

Provides in-patient and out-patient services to those with mental health problems.

Basildon Hospital, Nethermayne, Basildon, SS16 5NL

Telephone: 01268 593668

Fax: 01268-451307

Mentality

Charity working to promote mental health. Works with the public and private sector, user/survivor groups and voluntary agencies to promote the mental health of individuals, families, organisations and communities.

134-138, Borough High Street, London SE1 1LB

Telephone: 020 7716 6777

Fax: 020 7716 6774

Email: enquiries@mentality.org.uk

Website: www.mentality.org.uk

Milton Project

Developing community facilities for the residents of Milton Ward, which include activities for children and young people, the Tuesday Club for the elderly and the development of community enterprise such as credit union and local trading schemes. Employs an adult and a children's development worker. This is a Milton Community Partnership initiative.

St Mark's Centre, Princes Street, Southend SS1 1QA

Telephone/Fax: 01702 341596

Mind (National Association for Mental Health)

Promotes the interests and views of people experiencing mental distress in all its forms, providing training, information, legal advice and advocacy. Operates a Mental Health Information line. Has a large range of booklets covering all aspects of mental health.

Mind Information Service, 15-19, Broadway, London E15 4BQ

Part A – Contact Details of Organisations
workers. Very useful and extensive fact
sheets available on the Web.

Website: www.nami.org

National Autistic Society

Advice, information and support.

Helpline manned: 10am-4pm

393, City Road, London EC1V 1NG

Telephone: 020 7903 3599

Helpline and Information Centre: 0845 070
4004

Website: www.nas.org.uk

National Debtline

Advice and information pack for people with
debt problems. Free, confidential,
independent service.

Mon-Fri 9am-9pm, Sat 9.30am-1pm, 24 hr
answerphone.

The Arch, 48-52 Floodgate Street,
Birmingham B5 5SL Telephone: 0808 808
4000

Fax: 0121 703 6940

Helpline: 0808 808 4000

Email: advice@nationaldebtline.co.uk

www.nationaldebtline.co.uk

National Drugs Helpline: Talk to Frank about drugs

Provides helps and advice for anyone with a
drug related problem, together with their
families, friends and carers.

Telephone: 0800 776600

Helpline: 0800 776600

www.talktofrank.com

National Mental Health Drugs Telephone Helpline

Provides information about medication that
is prescribed to some of those experiencing

Telephone: 020 8519 2122

Fax: 020 8522 1725

Helpline: 08457 660163

Website: www.mind.org.uk

Mindout

A campaign, sponsored by the Department
of Health, for educating people in mental
health issues and for removing the stigma
often associated with mental health. It
provides some excellent resources.

Freepost LON15335, London SE1 1BR

Telephone: 020 7403 2230

Website: www.mindout.net

Website: www.mindnseek.net

Website: www.mindnseek.net

Mosque, Essex

53-55, Milton Road, Southend

Telephone: 01702 334142

Multi-Cultural Association, South East Essex (SEEMCA)

Works to create a harmonious relationship
between the host community and those of
various ethnic origins.

5 Dalwood, Shoebury, Southend SS3 8UP

Telephone: 07879 470584

Narcotics Anonymous

Help for any one who has drug related
problems and wants to be free from drug
addiction. Local groups are operational,
adopting the "12 steps" toward recovery
principle.

202 City Road, London, EC1V 2PH

Telephone: 0201 7251 4007

Helpline: 07000 560545

Website: www.ukna.org

National Alliance for the Mentally Ill

Offers information from an American
viewpoint for those with mental health
problems their families and carers, and

mental health problems, to help users, family and friends.

11am-5pm Mon-Fri

Helpline: 020 7919 2999

National Phobics Society

Promotes the relief and rehabilitation of persons suffering with anxiety disorders through information and provision of self-help services. Advances awareness of the general public in causes and conditions of anxiety disorders and associated phobias.

Zion Community Resource Centre,
339, Stretford Road, Hulme,
Manchester M15 4ZY
Telephone: 0870 7700 456
Fax: 0161 227 9862
Email: natphob.soc@good.co.uk
Website: www.phobics-society.org.uk

Neighbourhood Watch, Southend

Supports Neighbourhood Watch schemes throughout Southend.

c/o Community Safety, Police Station,
Claremont Road, Westcliff SS0 7DX
Telephone: 01702 464199
Email: southendnhw@aol.com

Network Youth Schools

Offers young people the opportunity to work on various projects. Puts on social and religious events in the town. Works in a number of schools taking assemblies and lessons.

Southend Vineyard, Bircham Road,
Southend SS2 5GT
Telephone: 01702 617634
Email: info@networkyouth.org
Website: www.networkyouth.org

New Start

Charity that provides supported accommodation for young people, including those experiencing mental distress.

293 South Avenue, Southend, SS2 4HG
Telephone: 01702 468930

NHS Direct

National Helpline. Trained nursing staff give health advice (including mental health), and inform where local help may be available. Interpreters are available. Website provides lots of valuable health related information, including mental health.

24 hours

Telephone: 0845 4647
Website: www.nhsdirect.nhs.uk

NHS Smoking Helpline

For friendly help, advice and local information on how to stop smoking.

Mon-Sun 9am - 11pm
Helpline: 0800 1690169
Website: www.givingupsmoking.co.uk

OCD Carers Support

A self help group for carers and sufferers of Obsessive Compulsive Disorder.

Meets second Tuesday in the month 7.30pm at Earls Hall Baptist Church.

c/o Breakthrough, 14, Avenue Road,
Westcliff SS0 7PL Telephone: 01702
331024 or 01702 346001
Email: breakthrough@trustlinks.org

Olive Tree Centre

Provides a listening and counselling service in a confidential environment, working through issues, building confidence, covers areas such as bereavement, trauma, abuse,

relationships, loneliness etc. Telephone for appointment

Mon-Fri 9am-5pm

P.O. Box 2018, Rayleigh SS6 7FD

Telephone: 01268 779900

Email: enquiries@olivetreecentre.org.uk

Website: www.olivetreecentre.org.uk

Options - Pregnancy Crisis Centre

Provides counselling for those who have experienced a crisis about pregnancy and/or miscarriage and pre and post abortion counselling. People can self refer.

Centre open Tuesday evening and Friday morning

The Stables, Chalkwell Park Drive, Leigh on Sea SS9 1LX

Telephone: 07966 311262

Papyrus

Voluntary organisation for preventing young suicides and promoting of mental health and well being. Whilst suicide prevention in the young is the primary focus, the concern encompasses all age groups.

Rossendale G H, Union Road, Rawtenstall, Rossendale BB4 6NE

Telephone: 01706 214449

Email: admin@papyrus-uk.org

Website: www.papyrus-uk.org

Parentlineplus

National charity that offers help and information to parents and families. Runs a free confidential helpline for anyone concerned about the children they look after. Runs parenting courses. Works with government to develop initiatives to increase support for families. Develops innovative projects, working with children and adults in

order to provide best support, especially in cases of relationship breakdown.

Telephone: 0808 8002222

Website: www.parentlineplus.org.uk

Patient and Public Involvement Forums (PPI)

Local forums assisting you to express views on the way health services could be improved. There is a forum for each of the local healthcare trusts.

Telephone: 0845 120 7115

Website: www.maketimeforhealth.org

Local contact: 01702 350473

Patient Advice and Liaison Service

Provides information and support for patients, and their families, with mental health needs.

People should contact the PALS advisor for the relevant NHS service:

South Essex Partnership NHS Trust:

01375 364695

Southend NHS Hospital Trust:

0800 376 1159

Southend Primary Care NHS Trust:

01702 224642

Castle Point and Rochford Primary Care NHS Trust:

01268 464500

Pharmacy Information

Norfolk Mental Health NHS Trust have provided an excellent Pharmacy medicine information website for finding out about drug treatments for mental health needs, including what is it for, what if a dose is missed, if addictive, side effects, how to take.

Website: www.nmhct.nhs.uk

Website: www.psychiatry24x7.com

Peaceful Place Day Centre

Provides a day centre resource for younger people with dementia (includes Alzheimer's disease). Centres in Shoebury (Tue), Prittlewell (Thu) and Hadleigh (Fri). Wide range of recreational and other activities, minibus outings.

102, Yarnacott, Shoeburyness SS3 8AW
Telephone: 01702 586567
Fax: 01702 589588
Email: tomstradling.peaceful@virgin.net
Website: www.peacefulplace.co.uk

Phoenix Agency

Helps adults with any mental health problem, who live in the Southend Borough, to find somewhere reasonable to live and given the correct advice and assistance to remain comfortable and secure, including a full benefits check. (Accommodation includes: independent, semi-supported and shared supported living).

Mon-Fri 9am-5pm

c/o Suite 4, Strand House, 742, Southchurch Road, Southend SS1 2PS
Telephone: 01702 461357
Fax: 01702 619357
Email:
email@phoenixagency.freemove.co.uk

Police, Southend

24 hour contact for all police services in the Southend area. Ask for Community Liaison officer for matters regarding long term mental health issues. Officers based at Southend, Shoebury and Leigh.

Victoria Avenue, Southend SS2 6ES
Telephone: 01702 431212
Fax: 01702 333567

Positive Health

Magazine, available on-line for promoting and giving information about complementary medicines and therapies.

Website: www.positivehealth.com
Telephone: 02392 653266
Fax: 0117 908 0097
Email: admin@positivehealth.com

Post Natal Depression Support, Southend

Provides a support and listening service for women experiencing post natal depression. Closely linked to GPs and health visitors.

Thorpedene Clinic, Delaware Road, Shoebury SS3 9NW
Telephone: 01702 578809
Fax: 01702 578812

Premier Lifeline

Ministry of Premier Christian Radio, Lifeline is a confidential helpline by telephone and email providing someone to talk to and a listening ear. Lifeline offers emotional and spiritual support from a Christian perspective to all who call, giving appropriate information where necessary. Lifeline is a member of the Telephone Helplines Association and is an affiliated organisation of the Association of Christian Counsellors.

Opening Hours: 9am to 5pm (from 6am on Saturday and after Midnight on certain nights)

Telephone: 0845 345 0707
Email: lifeline@premier.org.uk
Website: www.premier.org.uk/lifeline
Fax: 020 7233 6706

Primary Care Support

Provides information regarding services provided by the Primary Care Trusts, in particular GP services. If anyone has a

problem registering with a GP here, help will be provided in allocating a GP with a 1 mile radius of place of residence.

Telephone: 01268 775650

Priory Hospital, Chelmsford

Private hospital specialising in the management of psychiatric illness. In-patient and out-patient services.

Stump Lane, Springfield Green, Chelmsford, CM1 7SJ

Telephone: 01245 244704

Fax: 01245 346177

Website: www.prioryhealthcare.com

Probation Service, Southend

Provides a wide range of services for people involved with the criminal justice system but can provide help in many practical issues e.g. employment, training, housing.

Blue Heights, 45 Victoria Avenue, Southend SS2 6BA

Telephone: 01702 337998

Fax: 01702 333630

Pure Intimacy

US web based resources to help those who are struggling with Internet pornography addiction and their families.

Website: www.pureintimacy.org

Website: www.porn-free.org

Racial Equality Council, Essex

Working to eliminate racial discrimination and harassment for people in Essex.

Lower Ground Floor, Civic Centre, Victoria Avenue, Southend-on-Sea, SS2 6EP

Telephone: 01702 333351

Fax: 01702 333351

Email: erec.southend@btconnect.com

Rape & Incest Crisis Centre, South Essex

Provides a confidential, independent and specialist women only sexual violence support, advocacy and counselling service for women and girls over 13, who have experienced sexual violence at any time in their lives. (Currently does not cover Southend.)

The Hall, West Street, Grays, Essex, RM17 6LL

Telephone/Fax: 01375 381322

Email: sericc@sericc.demon.co.uk

Website:

www.thurrock-community.org.uk/sericc

Rape Abuse Line

Provides emotional support to men and women victims of rape.

Telephone: 0808 8000123

Phone line manned most evenings 7.00pm-10.00pm. Will respond to messages left at other times.

~~**Rawreth, Clifton and Ashingdon Wards**~~

~~Provides in-patient services for older people with mental health problems.~~

~~Union Lane, Rochford SS4 1RB~~

~~Telephone: 01702 578000~~

Reform Synagogue, Southend & District

Religious services, religious education and social events.

851, London Road, Westcliff SS0 9S2

Telephone: 01702 711663

Relate, South Essex

Relationship counselling for adults and sex therapy/sexual problems clinic. Youth counselling (14-18 yrs) by appointment.

29, Harcourt Avenue, Southend SS2 6HT
Telephone: 01702 342901
Email:
jsellwood.southessexrelate@virgin.net

Relate, South Essex Self Esteem Project

For young people aged 13-19 living in Southend. Offers and opportunity to look at ways young people can develop their self esteem.

29 Harcourt Road, Southend
Telephone: 01702 433017
Fax: 01702 332662

Research Council for Complementary Medicine

Carrying out, promoting and facilitating research in complementary medicine to encourage safe and effective practice and improved patient care.

Website: www.rccm.org.uk

Rethink

Formerly the NSF (National Schizophrenia Fellowship). Provides support, help and information to people with any severe mental illness, their families, friends, and workers in mental health. Produces high quality booklets and leaflets. Has local groups in many areas.

Website aimed at young people:
www.rethink.org/at-ease

30, Tabernacle Street, London EC2A 4DD
Telephone: 020 7330 9100
Fax: 020 7330 9102
Helpline: 0845 456 0455
Email: info@rethink.org.uk
Website: www.rethink.org.uk

Rethink, Essex and Herts Area Office

Coordinates Rethink services in the Essex and Herts areas.

1b, Queens Road, Southend SS1 1LT
Telephone: 01702 430432
Fax: 01702 330143
Email: essexandherts@rethink.org

Rethink, Good Companions

Befriending and supporting people with severe and enduring mental illness.

Suite 10, Weston Chambers, Weston Road, Southend, SS1 1AT
Telephone: 01702 343222
Fax: 01702 352544
Email: goodcompanions@rethink.org

Rethink, RISE Day Services

Reduce Isolation in South Essex. Clients referred from statutory authorities. Offers craft, adult education, interest groups, social rehabilitation and practical life skills for people with long term mental health problems. Clubs located throughout S.E. Essex. Refreshments. Carers' group.

Open 7 days a week, 365 days a year. Various opening times between 9.00am and 10.00pm

1b, Queens Road, Southend SS1 1LT
Telephone: 01702 330267
Fax: 01702 352477
Email: rise@rethink.org

Rethink, Employment and Training Services

Aims to empower and support people with mental health issues to enter or return to paid work or meaningful work activities, such as voluntary work, training or vocational education. Comprehensive range of job search activities, self development programs and employment support services. Helps with rebuilding confidence, rekindling work routine using various work preparation and training sites. In house NVQ certificated programs available.

~~Provides information and contacts for the activities taking place at the Rochford Hospital complex.~~

~~Mon – Fri 8.30am – 5.00pm~~

~~Union Lane, Rochford SS4 1RB
Telephone: 01702 578000~~

Rethink, Southend Carers Group

Self-help group for carers of those with schizophrenia and related problems. Meets last Tuesday of the month at 8.00pm at 1b, Queens Road, Southend SS1 1LT

Telephone: 01268 772039

Royal College of Psychiatrists

Provide information on common mental health problems and their treatments.

17 Belgrade Square, London, SW1X 8PG
Telephone: 020 7235 2351
Website: www.rcpsych.ac.uk

Runwell Hospital

Provides hospital services for those with serious mental health problems. Long and short stay wards including forensic, rehabilitation and older peoples' assessment. Referrals.....by.....Consultants/GPs/Crisis Team/Community worker.

Runwell Hospital, Runwell Chase,
Wickford SS11 7XX

Telephone: 01268 366000

Fax: 01268 366205

Telephone switchboard manned 24 hours. Connect to any service offered by the South Essex Community Mental Health Partnership NHS Trust.

SAFE – Supporting Asperger Families in Essex

Support group for families and carers whose children have Asperger Syndrome. It does this through linking families via meetings

Mon-Fri 9.00am-5.00pm

10 Benfleet Road, Hadleigh, Essex, SS7 1QB
Telephone: 01702 389306
Fax: 01702 389308
Email: leapfrog@rethink.org

Rethink, Southend Advocacy Service

Advocacy service for people experiencing mental health problems or substance misuse. Aim to empower clients, supporting them in speaking up for their rights, or expressing views or concerns. Helps include housing, benefits, medication concerns. Operates a User Service Forum concerning mental health service issues.

Mon-Fri 9.00am-5.00pm, Drop In Wed 2.00pm-4.00pm, surgeries as advertised.

Suite 9, Weston Chambers Block A, Weston Road, Southend SS1 1AS
Telephone: 01702 349191
Fax: 01702 349898
Email: sas@rethink.org

Rochford Hospital

[Rochford Hospital is part of South Essex Partnership NHS Trust.](#)

[As of June 2005 there will be no patients on the site due to extensive redevelopment of the hospital complex.](#)

[The new Rochford Hospital will open in 2007 and will provide modern facilities for services as part of the Runwell Hospital closure plan.](#)

[For more Information please contact the project team on 01268 366361](#)

~~Strictly Rochford district office for the South Essex Community Mental Health NHS Trust.~~

and exchange of information via bi-monthly newsletters, raising awareness, lobbying and working with statutory bodies.

c/o 46, Herschell Road, Leigh SS9 2NH
Telephone: 01702 473303

Safe Haven East Helpline

Managed by Women's Aid, Southend. 24hr helpline offering information and advice for women suffering domestic violence. Help to find bed space in a refuge. Free counselling and arranged social groups with outreach workers.

Drop in service Mon-Fri 9.00am-4.30pm, Fri 9.00am-4.00pm

24hrs 365 days/yr

4, West Road, Westcliff SS0 9DA
Telephone: 01702 300006
Fax: 01702 300063
Helpline: 01702 300006

Sainsbury Centre

Aims to improve the quality of life for people with severe mental health problems by enabling development of excellent services. They help to influence policy and practice through a programme of research & evaluation, communication and development.

134-138, Borough High Street,
London SE1 1LB
Telephone: 020 7403 8790
Fax: 020 7403 9482
Website: www.scmh.org.uk

Salvation Army Hadleigh Training Centre

Provide training opportunities for clients with special needs to enhance their personal development and maximise their potential to enter mainstream training and/or

employment. Referrals from the Employment Service and Social Care.

Castle Lane, Hadleigh SS7 2AS
Telephone: 01702 552963
Fax: 01702 559438
Email: sahtc@lineone.net

Samaritans

The Samaritans have, through their national and local offices, much information about organisations and local self-help groups involved with mental health problems. They have also undertaken extensive research.

24 hour helpline. "Whatever you are going through we'll go through it with you."

Mon-Fri 9am-5.30pm

The Upper Mill, Kingston Road, Ewell,
Surrey, KT17 2AF

Telephone: 0208 3948300
Fax: 0208 3948301
Helpline: 08457 909090
Email: admin@samaritans.org.uk
Website: www.samaritans.org.uk

Samaritans, Southend

Befriend the suicidal and despairing.

Open for visits 9.00am to 10.00pm
7 days a week, 24hr helplines

154, York Road, Southend SS1 2DZ
Telephone: 01702 611911
Helpline: 08457 909090
Text phones: 020 8780 2521/01204 531 122
Email: jo@samaritans.org.uk
Website: www.samaritans.org

Saneline

Helpline for those experiencing mental illness, plus their family and friends. Local and general advice as well as a listening service.

Balmoral Community Centre, Salisbury Avenue, Westcliff

Telephone: 01702 601123

Fax: 01702 600547

Helpline 12.00 am - 2.00 pm

1st Floor, Cityside House, 40 Adler Street, London E1 1EE

Helpline: 0845 7678000

Email: info@sane.org.uk

Website: www.sane.org.uk

SDMHA, Community Support

The Community Support Team provides a flexible approach in working with users and carers and takes a "hands on" approach to providing help with social and daily living skills and other practical tasks.

Contact office hours: Mon-Fri 9am-5.30pm

112a, Southchurch Road, Southend SS1 2LX

Telephone: 01702 601123

Fax: 01702 600547

Note: SDMHA is the Southend and District Mental Health Association and is affiliated to Mind.

SDMHA, Creative Group

Provide a place for craft and other activities for clients referred by doctors and other health professionals at the Balmoral Centre, Salisbury Road, Southend.

Meets Thursday 1.30-4.30pm

Telephone: 01702 601123

SDMHA, Drop In Club

Provide a place for adults (18+) with mental health problems to meet each other in an informal setting for tea/coffee, a meal, board games, pool, table tennis, darts, arts and crafts and music. Self referral.

Mon 4.30pm-7pm (incl. Bank Hols), Wed 12.30-5pm, Fri 12.00-4.30pm

SDMHA, Dual Diagnosis Service

Provides a specialist service to those living in Southend and district who suffer from enduring mental illness and alcohol/substance misuse.

Contact in office hours Mon-Fri 9am-5pm

112a, Southchurch Road, Southend SS1 2LX

Telephone: 01702 601123

Fax: 01702 600547

SDMHA, Housing

Owens three houses organised as group homes for up to 14 persons, vulnerable to mental illness. Support Worker manages properties and monitors health and welfare of occupants to whom this is "home".

Contact in office hours Mon-Fri 9am-5pm

112a, Southchurch Road, Southend SS1 2LX

Telephone: 01702 601123

Fax: 01702 600547

SDMHA, Welfare Rights Service

Benefits advice and assistance with form filling to people suffering from mental health problems.

Clinics held at various centres: Mon & Tue 9am-3pm, Wed 2.5hrs, Thu 9am-3.30pm.

Make appointments during office hours:

Mon - Thurs 9am-5pm Fri 9am-5pm

112a, Southchurch Road, Southend SS1 2LX

Telephone: 01702 601123

Fax: 01702 600547

SDMHA, Women's Group

Provides a group where women can feel safe to discuss problems, talks from experts, fun.

Thu 10am - 1pm

Meets at Balmoral Community Centre,
Salisbury Avenue, Westcliff

Telephone: 01702 601123

Fax: 01702 600547

SEELEF South East Essex Local Evangelical Fellowship

Acts as an umbrella organisation for churches and Christian organisations in S.E.Essex.

c/o St. Andrews Vicarage,
65, Electric Avenue, Westcliff SS0 9NN
Telephone: 01702 617634

SEETEC

Assist unemployed people back to work. Employability service is open for those unemployed. Programme offers: I.T. Skills, confidence building, H&S, transferable skills and more. Also helps those on Incapacity and other benefits. Can self refer.

Reception open 9.00am – 5.00pm Mon-Fri

Main Road, Hockley SS5 4RG

Telephone: 01702 201070

Fax: 01702 201224

Self Harm Alliance

Supports people affected by self-harm.

PO Box 61, Cheltenham, Gloucestershire,
GL51 8YB

Helpline: 01242 578820

7pm-8pm Wed-Sun, answerphone other times

Email: selfharmalliance@aol.com

Website: www.selfharmalliance.org

Sex Addicts Anonymous

Help for any one who has a problem relating to sex addiction and wants to be free from that addiction. Local groups are operational, adopting the "12 steps" toward recovery principle.

Telephone: 0208 9462436

Website: www.saa-recovery.org

Sexual Health (GUM) Clinic

Confidential screening for sexually transmitted infections, family planning advice, HIV testing (same day test result), sexual health counselling, sexual dysfunction service (on referral).

Appointments:

MALE: 01702 221235

FEMALE: 01702 221234

Mon-Wed 8am-5pm, Thu-Fri 8am-1pm

Southend Hospital, Prittlewell Chase,
Westcliff SS0 0RY

Telephone: 01702 221235/221234

Fax: 01702 221234

Share-IT

(Social and Health Advancement. Resources and Education through Information Technology). Provides a facility for Muslims, based at the rear of the Mosque. The project offers information, IT training, fitness and healthy eating programmes.

Mon-Fri 9am-3pm

Southend Enterprise Agency, 30, St Helen's Road, Westcliff SS0 7LB

Telephone: 01702 340344

Email: shareit_project@yahoo.com

Shoebury Information Shop

Working for the regeneration of Shoeburyness. Community resource centre, sign-posting to services, job information, career guidance, CV training, IT,

volunteering, Internet etc. After-school services.

9am-5pm Mon 9am-5pm Tue, Wed, 9am-1pm Wed, Thurs 9am-5pm and 6.30pm-8.30pm for IT, Fri 9am-4pm

93-95, West Road, Shoeburyness SS3 9DT
Telephone: 01702 291676/291855
Fax: 01702 295292
Email: info@shoeburyshop.co.uk

Social Care, Southend

Offers a wide range of residential and day services.

Helpline: 01702 534646
Out of Hours: 01245 434083.
Fostering and Adoption: 01702 354366.
Aftercare 16-21yr olds Team: 01702 330464
Info/Support for Carers: 01702 534631
National Care Standards Commission:
01702 236010
Comments and Complaints: 01702 534638

Monday - Friday 9.00 am - 5.00 pm

PO Box 73, Queensway House, Essex Street, Southend SS2 5TA
Telephone: 01702 215000
Helpline: 01702 534646
Website: www.southend.gov.uk/society

Social Care, Southend - Mental Health

Provides a wide range of help for people with mental health needs and their carers. Services are provided after an assessment of need has been carried out. Subsequently these might be provided directly or through an agency nominated by the department.

Further information and referrals:
Southend West (01702) 577125
Southend East (01702) 577650

For older people with mental health problems

(01702)534713

Information for Carers:

Any of the above numbers and 01702 534631

PO Box 73, Queensway House, Essex Street, Southend SS2 5TA
Telephone: 01702 215000

Society of St Vincent de Paul

Welfare of those in need, hungry, homeless, hurt, lonely unemployed and sick. Alcohol and drug abuse care.

Mon-Fri 9am-5pm
St Helen's Church, Milton Road, Westcliff SS0 9DT
Fax: 01702 302052

South East Essex College

Provides a range of educational opportunities and training courses, including for those with disabilities.

Carnarvon Road, Southend, Essex, SS2 6LS
Telephone: 01702 220400
Fax: 01702 432320
Email: marketing@southend.ac.uk
Website: www.southend.ac.uk

South Essex Partnership NHS Trust

Responsible for providing mental health services throughout South Essex.

Dunton Court, Unit 2, Aston Road, Laindon SS15 6NX
Telephone: 01375 364650
Website: www.southessex-trust.nhs.uk

Southend Borough Council

Civic Centre, Victoria Avenue, Southend SS2 6ER
Telephone: 01702 215000
Fax: 01702 215110

Helpline: 01702 436365 (Mon 5pm-6pm)
Website: www.southend.gov.uk

Southend Primary Care Trust

Improving the health of the Southend Community, developing high quality primary and community health services, commissioning secondary care. Lists of GPs, dentists, opticians, chemists etc. Newsletter.

Harcourt House, Harcourt Avenue,
Southend SS2 6HE
Telephone: 01702 224600
Fax: 01702 224601
Email:
information@sessex-ha.nthames.nhs.uk
Website: www.southend-pct.nhs.uk

Sure Start

New project and part of a government initiative to help families. Works with families that include children under the age of 4 in order to address issues of social disadvantage and promote the physical, intellectual and social development of babies and young children. Has many links with other agencies, in particular the Health Visitor Service. Currently only works in the Milton Ward.

Suite 34 Thamesgate House, 41 Victoria Avenue, Southend Essex SS2 6DF

Telephone: 01702 236060
Fax: 01702 236061
Website: www.surestartmilton.co.uk

Sycamore Counselling Services

Branch of WHCM. Offers counselling to those with emotional and relationship problems.

9am - 9.30 pm Mon - Thu, 9am - 5pm Fri

Sadlers House, 2 Legg Street, Chelmsford, CM1 1AH

Telephone: 01245 359353
Fax: 01245 359101
Email: sycamore@whcm.org.uk

Switchboard, South Essex

Provide support, help and information to gay, lesbian and bisexual people. Resources for schools and youth services. "Coming Out" leaflets, referral to LGB Youth Groups.

Mon, Thu 7pm-10pm, 24hr confidential answerphone.

PO Box 5324, Southend SS2 1BF
Telephone: 01702 344355
Helpline: 01702 344355
Email: lesbigay@freenet.co.uk
Website: www.southessexswitchboard.co.uk

Taylor Centre, Southend

As from the beginning of 2004 most of the mental health services provided by the South Essex Partnership Trust within Southend are based at the Taylor Centre. Contact to the various services housed at the Taylor Centre can be accessed via Reception.

The Taylor Centre, 2nd Floor, Queensway House, Essex Street, Southend SS2 5TB

Taylor Centre Reception:
Tel: 01702 440400
Fax: 01702 440401

Mon - Fri 9.00am - 5.00pm

Taylor Centre- Crisis/Home Treatment

Will intervene, give support and facilitate other agencies help in times of crisis. If you feel this service is needed contact your GP or other health professional, and ask them to refer you to the Crisis/Home Treatment Team. Members of the public may access this service Mon - Fri 9am-5pm though enquiring at the Taylor Centre Reception. They may then be referred to the access team for an initial assessment.

Part A – Contact Details of Organisations
referral for those over 65 with enduring
mental health problems.

Mon - Thu 9am - 5pm, Fri 9am - 4.30pm

Tel: 01702 440520
Fax: 01702 440521

Taylor Centre - Occupational Therapy Services

Provides occupational therapy services for those experiencing mental health problems.

Tel: 01702 440400
Fax: 01702 440510

Taylor Centre - Mental Health Team (Shoebury)

Multi-disciplinary team (health and social workers) Offers assessment, advice, guidance, treatment and support of severe or long term mental health problems. Open referral although usually via GP or other health professional or social worker.

Mon-Thu 9am-5pm Fri 9am-4.30pm

Tel: 01702 440400
Fax: 01702 440420

Taylor Centre - Mental Health Team (Southend)

Multi-disciplinary team (health and social workers) Offers assessment, advice, guidance, treatment and support of severe or long term mental health problems. Open referral although usually via GP or other health professional or social worker.

Mon-Thu 9am-5pm Fri 9am-4.30pm

Tel: 01702 440400
Fax: 01702 440500

9am to 9pm Evenings
9am to 9pm Weekend

Tel: 01702 440400
Fax: 01702 440460

Taylor Centre- Day Activity Centre

Day Activity Centre now incorporates the functions that were previously provided by Queensway Activity Centre, the Henry Hayes Day Hospital and Westcliff Day Hospital and offers a range of activities for people who have experienced mental distress.

Tel: 01702 440600
Fax: 01702 440601

Taylor Centre - Drug & Alcohol Services

Helps people with drug or alcohol related problems. Provides counselling group work, education and information. Each client is assessed and offered individual programme of help. Support is provided for families and friends. Self referral.

Mon - Fri 9am - 5pm (flexible)

Tel: 01702 440550
Fax: 01702 440551

Taylor Centre - Learning Disabilities

Provides support for those who have learning difficulties and their families.

Tel: 01702 440400
Fax: 01702 440480

Taylor Centre - Mental Health Older People Team

Provides a assessment and care plan according to the individual need of the client. Able to advise and help in many areas including finding residential homes. Open

Part A – Contact Details of Organisations at the Growing Together Resource Centre. It is a partnership project between Connexions and Trust Links.

167-169 Fairfax Drive, Westcliff, SS0 9BQ
Telephone: 01702 213134
Fax: 01702 431612
Email: growingtogether@trustlinks.org

Thorpedene Clinic

Provides a health visiting service to homeless people, mainly families, but including anyone with health problems. Alerting them to facilities available, advocacy, liaising with statutory and non-statutory agencies, addressing healthcare issues. Postnatal depression specialist nurse.

Mon-Fri 9am-12.30pm, 1.30pm-5pm

Delaware Road, Shoeburyness SS3 9NW
Telephone: 01702 578800
Fax: 01702 578812

Trinity Family Centre

This is a community based project serving residents of Southend, seeking to provide a safe, secure, relaxed and homely atmosphere and activities that are affordable and engaging. Runs a family club, welcome in project for parents with children. Organises sports and games activities, outings and special events. Provides skills training e.g. IT and budgeting.

Trinity Family Centre, c/o Trinity Methodist Church, Argyll Road, Westcliff, SS0 7HL
Telephone/fax: 01702 351998
Email: domini_walton@hotmail.com

True Freedom Trust

Christian counselling and teaching, offering hope and help to men and women struggling with homosexuality, lesbianism and related problems. Offers counselling, support groups, literature, tapes, speakers and seminars.

Taylor Centre - Speech & Language Therapy

Provides Speech and Language Therapy Services.

Tel: 01702 440400
Fax: 01702 440480

Teenage Pregnancy & Sexual Health Project

Helps young people in matters relating to sexual health.

185 London Road, Southend, SS1 1PW
Telephone: 01702 608700

Tenants & Residents Associations

Information about existing associations is available from Southend-on-Sea Borough Council's Tenant Support Team.

Civic Centre, Victoria Avenue, Southend SS2 6ER

Telephone: 01702 215437

Terrence Higgins Trust East

Helpline for all aspects of HIV or AIDS. Client support services for practical and emotional support and empowerment. Fitness training for people living with HIV.

Mon-Fri 9.30am-5pm, Helpline 6pm-10pm,
Drop In alternate Thurs 12pm-4pm

20, Weston Road, Southend SS1 1AS
Telephone: 01702 340791
Fax: 01702 221233
Helpline: 0845 122 1200
Email: info@thteast.org.uk
Website: www.tht.org.uk

Time to Choose

Provides individual support for young people (13-25) who have experienced mental health issues and tries to work with them so they can move on with their lives. It is based

User Involvement Network, South Essex

Network to develop user involvement and ensure that service user views are represented in the planning and development of mental health services in South Essex.

10 Benfleet Road, Hadleigh SS7 1QB
Telephone: 01702 556008
Fax: 01702 389308
Email: gaye.wright@virgin.net

Victim Support, South Essex

Offering support to anyone, his or her family, neighbours and friends affected by crime. Offices are open for visits by appointment or home visits can be arranged. Information and support for victims and witnesses going to court.

9.00am-4.30pm - home visits also available to suit victim - 24hr answerphone

15a, Queens Road, Southend SS1 1LT
Telephone: 01702 333911
Fax: 01702 433109

Victoria Surgery

A GP surgery run by Southend PCT offering full general medical services with a specialism in substance misuse.

31 Preston Road, Westcliff SS0 7ND
Telephone: 01702 343972
Fax: 01702 394271

Vineyard Ministries

Provide a resource centre for the public to help with benefits, information, redirection e.g. to statutory agencies. Service is free.

Mon 10am-12.00 Tue 10am-12.00 Wed
12.20-2pm Food parcels available

Bircham Road, Southend SS2 5GT
Telephone: 01702 612900
Fax: 01702 615168

PO Box 13, Prenton, Wirral CH43 6YB
Telephone: 0151 653 0773
Fax: 0151 653 7036
Email: info@truefreedomtrust.co.uk
Website: www.truefreedomtrust.co.uk

Trust Links

Southend and district organisation, registered charity and company limited by guarantee. Founded on Christian values, for people of any faith or none. Supported by professionals and others of goodwill, developing a working network in order to link needs with resources as an inclusive and holistic response to gaps in mental health provision. The aim is to facilitate community connections and bridges to appropriate help for people and their carers in need where there is experience of mental ill health or distress. Responsible for a number of town wide initiatives e.g. Growing Together and Breakthrough, as well as this directory.

c/o Earls Hall Baptist Church, 120
Hobleythick Lane, Westcliff, SS0 ORJ
Telephone/Fax: 01702 354227
Email: info@trustlinks.org
Website: www.trustlinks.org or Growing Together

Turnabout Trust

Provides assistance to people who are unemployed and who are looking for work e.g. CVs, applications, interview skills, coping strategies, training options, talking. Has projects in Nicaragua. Referrals from employment services, statutory and voluntary groups, faith communities, personal.

Winters, Shopland Road, Rochford, Essex, SS4 1LH
Telephone/Fax: 01702 542564
Email: tom@turnabout.org.uk
Website: www.turnabout.org.uk

Email: admin@southendvineyard.org.uk

Email: info@whcm.org.uk

Wallasea Centre

[Wallasea centre currently operates on the grounds of Rochford Hospital. It offers day centre assessment, monitoring, therapy, counseling, activities and nursing care for elderly people with mental health problems. The centre offers a Carer support group.](#)

[Referrals by consultants and CPNs.](#)

[The Wallasea Centre will relocate in June 2005 to new purpose built facilities, adjacent to Clifton Lodge in Wetscliff. For more information contact the project team on 01268 366361](#)

~~Assessment, monitoring, therapy, counselling, activities and nursing care for elderly people with mental health problems. Carer support group (for carers of clients attending Ashington Ward, Rochford Hospital or Wallasea Centre). Referrals by consultants and CPNs.~~

~~Mon – Fri 9am – 5pm~~

Rochford Hospital, Union Lane,
Rochford SS4 1RB
Telephone: 01702 578200
Fax: 01702 578201

WHCM

Formerly West Ham Central Mission. This is a Christian charity working to meet a range of needs in the fields of mental health care and education through a commitment to providing and developing high quality, fully professional, responsive and innovative services for people of any faith or none.

Office hours 9am-5pm

WHCM, Sadlers House, 2, Legg Street,
Chelmsford CM1 1AH
Telephone: 01245 269335

Who Cares Trust

National voluntary organisation that provides support to young people in care or have recently left care.

The Who Cares Trust, Kemp House, 152-160 City Road, London, EC1V 2NP
Telephone: 020 7251 3117
Fax: 020 7251 3123
Email: mailbox@thewhocarestrust.org
Website: www.thewhocarestrust.org.uk

Women's Aid, Southend

Gives advice, protection, counselling, support and shelter to women and children under threat of violence or having suffered violence. Offers bed space and refuge. Also see under Dove Project and Fledgelings. Self- refer or via various organisations

9.30am-5.30pm, 24hr helpline

P.O. Box 23, Southend SS1 2FL
Telephone: 01702 302333 (Dove Project)
Fax: 01702 296499
Helpline: 01702 300006
Email: womensaid@yahoo.com
Website: www.southendwomensaid.org.uk

Wounded Souls Ministries

Christian ministry to provide support and counsel to people with emotional hurts.

14, Teagles, Ballards Walk,
Basildon SS15 3HN
Telephone: 01268 417535

Young Minds

Committed to improving the mental health of all children and young people. Information service, leaflets, seminars and training, consultancy work to help all kinds of organisation to develop services, magazine about issues affecting children's lives.

Mon-Fri 9.30am-5.30pm

Helpline: Mon, Fri 10am-1pm, Tue-Thu 1pm-4pm (provides information and advice for anyone with concerns about the mental health of a child or young person)

102-108, Clerkenwell Road, London EC1M 5SA

Telephone: 020 7336 8445

Fax: 020 7336 8446

Helpline: 0800 018 2138

Email: enquiries@youngminds.org.uk

Website: www.youngminds.org.uk

Young Peoples Help Desk

Information on what is on offer in Southend, local sports, support groups, volunteering, college courses etc.

Focus Lobby, Focus Youth House, Short Street, Southend SS2 5BY

Telephone: 01702 469501

Email:

helpdesk@southendyouthservice.org.uk

Young Person's Substance Misuse Service

Substance misuse project for 13-21 year olds, offers a comprehensive service to drug or alcohol users. Drop in service. This service is free and confidential.

Tue/Thu 2pm-6pm.

Appointments made outside these hours.

185, London Road, Southend SS1 1PW

Telephone: 01702 608704

Email: info@whatsthescore.org.uk

Youth & Connexions Service, Southend

Encourages, empowers and challenges young people to achieve their full potential through learning opportunities and supportive interventions. Works with 10-25 year old age group, prioritising 13-19 year olds. Works evenings and weekends.

Southend Youth Office, Prittlewell Chase, Westcliff SS0 0YS

Telephone: 01702 332066

Fax: 01702 431267

Email: sycs@southend.gov.uk

Website: www.youthandconnexions.org.uk

Youth Offending Team, Southend

Works with young people within the criminal justice system.

Baryta House, 7th Floor, Victoria Avenue, Southend SS2 6AZ

Telephone: 01702 608500

PART B

1 - National Mental Health Organisations

This section considers the information about mental health issues available to us nationally and how it can be obtained.

There is an enormous amount of high quality information available on the internet (World Wide Web). One of the better search engines for finding information relating to mental health is **Google**: www.google.com.

You may also find it helpful to read some articles or to talk to someone with knowledge of the subject. The contact details for all the organisations discussed below can be found in Part A. Those who have experienced mental health problems and those who care about them have told us that these sources of information are helpful.

Rethink

Rethink produces high quality booklets and leaflets on all aspects of severe mental illnesses, including schizophrenia. It provides services across the country and is particularly active in Southend.

Manic Depression Fellowship

The **Manic Depression Fellowship** is the only user-led national charity for people with manic depression. It aims to help people with MD, their relatives, friends and others who care. It encourages local self-help groups (including one in Southend) and produces helpful booklets and leaflets about manic depression. It runs training courses on the self-management of manic depression.

Depression Alliance

Depression Alliance is a national charity which provides publications on various aspects of depression, a written advisory service offering support and understanding, self help groups across the UK and

Alzheimer's Society

The **Alzheimer's Society** provides information and education. It funds medical and scientific research, provides quality day and home care and campaigns for improved services and understanding.

Samaritans

The **Samaritans** have, through their national and local offices, much information about organisations and local self-help groups involved with mental health problems. They have also provided important research.

Mental Health Foundation

The **Mental Health Foundation** is the UK's only charity concerned with both mental health and learning disabilities, covering prevention, treatment and care. It aims to reduce stigma and prejudice. It also provides high quality information for policy makers and workers in mental health.

The Mental Health Foundation provides useful information on strategies for living, i.e. how we can help ourselves toward better mental health. It also provides useful information on complementary therapies for mental health problems.

Sainsbury Centre

The Sainsbury Centre for Mental Health aims to improve the quality of life for people with severe mental health problems by enabling the development of excellent mental health services which are valued by users, carers and professionals. They seek to achieve this by influencing policy and practice through a co-ordinated programme of research & evaluation, communication and development. Their publications are of a very high quality.

Young Minds

Young Minds is a UK Children’s mental health charity. It provides information in three sections: for parents, for young people and for professionals.

Mentality

Mentality is the first national charity dedicated to promoting mental health. They work with the public and private sector, user and survivor groups and voluntary agencies to promote the mental health of individuals, families, organisations and communities.

Mindout

Mindout for mental health is a campaign for removing the stigma often associated with mental health. It provides some excellent publications and other resources.

Pharmacy Information

Pharmacy Information by the Norfolk Mental Health Care NHS Trust has provided an excellent Pharmacy medicine information website for finding out more about drug treatments that are prescribed for mental health needs.

National Mental Health Drugs Helpline

The *National Mental Health Drugs Helpline* is a telephone service that provides information over the phone about all aspects of medication.

National Phobics Society

National Phobics Society promotes the relief and rehabilitation of persons suffering with anxiety disorders through information and provision of self-help services. It helps to advance the awareness of the general public in causes and conditions of anxiety disorders and associated phobias.

First Steps to Freedom

First Steps to Freedom provides help and advice for those experience stress and

Saneline

Saneline provides information, support and advice on mental health issues from 12 noon to 2.00 am the next day. Saneline is part of the national organisation SANE (Schizophrenia a National Emergency) and deals with aspects of all severe mental illnesses

Mind

Mind is a mental health charity co-ordinating local affiliated ‘Mind’ associations including *Southend and District Mental Health Association* (SDMHA). They can provide information and legal advice. Mind has a useful range of booklets in the “Understanding...” series, covering: anxiety, depression, schizophrenia and other problems.

Evidenced Based Mental Health

Evidenced Based Mental Health is a research-based website by the Centre for Evidence based Mental Health and provides information about many aspects of mental health.

Royal College of Psychiatrists

Royal College of Psychiatrists provide information on common mental health problems and their treatments.

National Alliance for the Mentally Ill

National Alliance for the Mentally Ill (NAMI) is a USA based organisation. Its website provides excellent information on many aspects of mental health, albeit in a USA context.

NHS Direct

NHS Direct provides a helpline service to all, giving advice and information on all aspects of health, including mental health. Its website provides lots of information about health issues, including mental health.

More Websites

We are continually being made aware of websites that provide helpful information about mental health. Because of space and the need to research the websites further we cannot include all these. However, the following website resources may be helpful for those interested in the subjects they cover:

www.howtomanagestress.co.uk covers that topic for adults and young people

www.teenagehealthfreak.org gives wide ranging health advice to teenagers

www.addictions.co.uk provides helpful information concerning various types of addictive behaviour

anxiety, phobias, panic attacks, tranquilliser addiction and obsessive compulsive disorder (OCD) including a telephone helpline service.

National Autistic Society

National Autistic Society provides help and advice to those who have autism, and to their families.

Research Council for Complementary Medicine

The *Research Council for Complementary Medicine* carries out, promotes and facilitates rigorous research in complementary medicine to encourage safe and effective practice and improved patient care.

2 – Local Help in an Emergency

For most people the first contact they have with mental health services is when there is a crisis or emergency and a swift response is needed. The following are suggested actions to be taken if you or someone you are trying to assist need help in an emergency or crisis.

The Health Services & Crisis Team

Contact your doctor (GP), or GP service, who may contact the *Taylor Centre - Crisis Team*.

Contact the *Taylor Centre - Crisis Team* yourself. Members of the public can access the *Crisis Team* through the *Taylor Centre* reception Mon-Fri 9.00am to 5.00pm (Telephone: **01702 440400**).

Visit *Accident and Emergency, Southend Hospital* (Telephone: **01702 435555**) who have staff who are trained to deal with mental health problems on call 24 hours a day, and where you should be speedily assessed and if appropriate be put in contact with those who can help further.

Note: in the case of those already known to the system, who have been allocated a key worker, it is best, if possible, to direct requests for help to the key worker, at least between 9am and 5pm, Monday to Friday.

NHS Direct

In case of an emergency or crisis you can contact *NHS Direct*: (Telephone: **0845 4647**) (24 hours). They are experienced in dealing with mental health matters and will be able to give you advice on what to do next.

Local Social Care Department

See Section 3 for information on the services they offer. *Social Care, Southend* (Telephone: **01702 215000**) (Monday - Friday 9.00 am - 5.00 pm).

Out of Hours

During evenings night time and weekends contact the *Emergency Social Work Duty Team, Essex* (Telephone: **01245 434083**) (5.30pm to 9.00am Mondays to Thursdays, and at weekends from 4.30pm Fridays until 9.00am Mondays, and during Bank Holidays).

Numbers to Ring

If you do not have the relevant telephone numbers at hand we have found it helpful to contact the BT operator (**100**) or Directory of Enquiries (**192**), who can often give you the number of who you need to contact. In case of an emergency you can always phone **999**.

The Police

Sometimes we may see someone in distress and are unable to give sufficient help. It may be worth contacting the *Police, Southend* (Telephone: **01702 431212**) who are trained to deal with these situations and are often able to put the person in distress in contact with the appropriate help.

The Samaritans

Another useful contact, 24 hours per day, 365 days a year, is *The Samaritans* (Telephone: **08457 909090**). While they are often called upon to help people who are suicidal, you don't have to feel suicidal to call the Samaritans.

There is always somebody on hand for people who have experienced a mental illness (or their partners, friends or relatives) and someone to talk to when you feel alone or depressed.

The Samaritans will offer a sympathetic, non-judgmental ear. They can also tell you about other help that is available. Their motto is: “whatever you’re going through, we’ll go through it with you”.

Part B - Section 2 – Local Help in an Emergency
others then under section 13 of the Mental Health Act 1983 you have a right to ask for an Approved Social Worker (ASW) to come out at any time by contacting Social Care.

The ASW will make an assessment and in consultation with medical professionals arrange for what they consider to be the most appropriate help (which may include compulsory detention under that Act (see also Section 8)).

Before it Becomes a Crisis

Many people know when a crisis likely to occur. Getting help by contacting the many organisations and agencies included in Part A and discussed in Sections 3 - 7 may help to avoid the crisis.

A Friend in Need

Finally, if it is at all possible turn to a friend, relative or other sympathetic person who can stay with you until other help is at hand or a crisis is averted. Or be that helpful person.

Advice When Phoning

When you make contact as a result of using one of the emergency telephone numbers given above, whether it is you who needs help or you are ringing on behalf of someone else, be prepared to state clearly:

who you are concerned about and what is happening now

what has happened in this situation in the past

if you think there may now be a risk to the person's mental or physical health

(if applicable) why you want someone to come out now

Nearest Relatives

If you are the nearest relative of someone who is experiencing mental distress and you believe they may be at risk to themselves or

3 - Local Statutory Services

This section considers the various statutory organisations that provide a service that may help those of us experiencing mental health problems. Most of these organisations deal with many other issues besides those of mental health.

Health Services

The health care we receive on the National Health Service (NHS) that relates to mental health involves the following statutory organisations:

- ***Essex Strategic Health Authority*** - provide IT support for health services in Essex, deal with extra contractual referrals not dealt with by the other organisations and deals also with complaints
- ***South Essex Partnership NHS Trust*** - responsible for providing mental health services including those based at Rochford and Runwell Hospitals
- ***Southend Primary Care Trust*** - are responsible for primary care services such as family doctors (GPs)
- the ***Hospital, Southend NHS Trust*** - provide an extensive range of hospital services (the majority not specifically to do with mental health)

The following services are provided by the ***South Essex Partnership NHS Trust***, sometimes in conjunction with ***Social Care, Southend*** and/or Essex Social Care.

- ***The Taylor Centre***
- ***Taylor Centre – Day Activity Centre***
- ***Taylor Centre – Crisis/Home Treatment Team***
- ***Taylor Centre - Drug & Alcohol Services***
- ***Taylor Centre - Mental Health Team, Shoebury***
- ***Taylor Centre - Mental Health Team, Southend***

- ***Taylor Centre – Mental Health Older People Team***
- ***Taylor Centre – Speech & Language Therapy***
- ***Taylor Centre – Learning Disabilities***
- ***Taylor Centre – Occupational Therapy Services***
- ***Runwell Hospital***
- ***Mental Health Unit, Basildon***
- ***Wallasea Centre***
- ***~~Rawreth, Clifton and Ashingdon wards~~ Clifton Lodge***
- ***Criminal Justice Mental Health Team***
- the ***Hospital*** (Mental Health Team attached to A&E only)

All the organisations mentioned above work alongside the non-statutory sector, sometimes paying for some of the services that the non-statutory sector provide.

The powers and services offered by organisations are continually being reviewed and changing, these days with a view to better partnership working.

Mental health professionals employed by the various health services include:

- General Practitioners
- Psychiatrists
- Nurses
- Community Psychiatric Nurses
- Social Workers
- Psychologists
- Occupational Therapists
- Community Support Workers
- Nursing Assistants
- Psychotherapists
- Counsellors
- Art, Drama and Music Therapists
- Speech Therapists

Doctors or General Practitioners (GPs)

For most of us our first point of contact with health professionals is our doctor. They should be able to help us obtain the appropriate treatment, although sometimes they may refer us to a counsellor or social worker or refer to a psychiatrist (medical doctor with specialised training in the treatment and care of people experiencing a mental illness) or to the local mental health team (see below).

Doctors also have a part to play when it comes to obtaining benefits (e.g. if we are unable to work due to mental illness) and in some instances when we want to work, having been or are considered mentally disabled.

If you have not signed on with a doctor then it is important that you do so. You can do this by visiting the doctor of your choice, usually one near to where you live. But it is also important to bear in mind that doctors are not obliged to take you on as a patient. If you have any problems getting a GP contact ***Primary Care Support***.

Primary Care Support can allocate you a doctor within a one mile radius of where you live, although it may not be your first preference of doctor.

Local Mental Health Teams

Another important resource for dealing with severe mental health problems is the local mental health team, of which there are two in the Southend area plus one that deals specifically with the needs of older people.

These provide a comprehensive service to those who refer or are referred, although they are mostly concerned with “severe and enduring” mental health problems. However, those whose mental health needs

Mental health teams covering Southend are:

- ***Taylor Centre - Mental Health Team, Shoebury***
- ***Taylor Centre - Mental Health Team, Southend***
- ***Taylor Centre – Mental Health Older People Team***

All these teams operate Monday to Thursday 9am-5pm and Friday 9am-4.30pm.

These are multi-disciplinary teams (including nurses, community psychiatric nurses (CPNs) occupational therapists, psychiatrists, community support workers and social workers) that offer assessment, advice, guidance, treatment and support of people experiencing severe or long-term mental health problems.

Anyone can refer himself or herself or be referred to the Mental Health Teams although this is usually done via a health professional or social worker.

Note: there are also Mental Health Teams based at Rayleigh (Telephone: **01268 366650**) and Canvey (Telephone: **01268 366420**).

Hospital Services

Some hospitals deal specifically with those who have mental health problems. These may offer in-patient care (i.e. you live in) and/or outpatient care (i.e. you visit, typically after making an appointment).

The hospitals that provide in-patient services are based ~~either at Runwell Hospital or Rochford Hospital~~. Currently adults under 65 requiring in-patient services are referred to Runwell. Those over 65, resident in Southend, are normally referred to Rochford (Rawreth, Ashingdon and Clifton

Outpatient services include:

- The *Taylor Centre – Day Activity Centre* which offers a range of activities for those who have experienced mental distress
- The *Wallasea Centre* which offers a variety of services for those over 65

There are other facilities provided by the statutory and non-statutory services, which will be discussed later.

NHS Direct

NHS Direct can be contacted anytime and will provide information and advice on all aspects of health, including mental health.

Social Care

Social Care, Southend (see also under *Social Care, Southend - Mental Health*) provide support on a whole range of issues, including mental health or mental illness. If you need help from Social Care ring them, stating your concern, and you should be put through to the appropriate department. Social Care may be able to help with a variety of things, including for example housing and transport. Various other departments at *Southend Borough Council* may also provide other (limited) support e.g. housing.

Community Mental Health Services

Many community mental health services are provided jointly by the *South Essex Partnership NHS Trust* and *Social Care, Southend*.

These include:

- Community support through the Local Mental Health Teams (see above)
- Home support service (see under *Home Care/Help Service, Southend*)
- Help in a crisis (see under *Taylor Centre – Crisis/Home Treatment Team*)

~~wards). Clifton Lodge. Both Runwell and Rochford~~ also offers outpatient facilities.

Note: sometimes when there are not enough beds available at Runwell or Rochford, patients may be referred to the *Mental Health Unit, Basildon* or *Priory Hospital, Chelmsford* and on occasions further afield.

If you have a mental health problem and you find it difficult to cope in the community you may be referred to a psychiatric hospital as an in-patient via a health professional. The intention is to help you get better as quickly as possible.

After you leave hospital there should be support for you depending on your needs. The **Care Programme Approach** (CPA) means that you will have your own care plan, which is regularly reviewed. You will also be allocated a care co-ordinator (key worker) who is responsible for co-ordinating your care.

If you are on the CPA you should see mental health professionals, including Community Psychiatric Nurses (CPNs), quite often and you may visit day centres from time to time. These day centres specialise in helping those recovering from mental illness.

The care plan should also provide for a mental health social worker to help you to address the social problems stemming from mental illness, including housing, benefits and employment (see also under Social Care). You ~~have a right to see~~ should be given a copy of your care plan ~~and it should be shown to you.~~

In the next few years there is likely to be a considerable re-development of in-patient services, with many of the facilities currently at Runwell closing and new facilities at Rochford opening up.

- Help when involved with the police and the courts (see section on the Criminal Justice System)
- Hospital care (discussed above)
- Supported housing (discussed further in Section 4)
- After care
- Care programmes

Through the *Taylor Centre – Day Activity Centre* Social Care provides rehabilitation, training and leisure facilities to people with disabilities, including those with mental health problems.

Southend Borough Council through its Social Care department funds a number of the non-statutory organisations that offer help, including some included in this booklet.

Criminal Justice System

For those accused or convicted of a crime, whether at police stations, within the courts or prison service or on probation, the *Criminal Justice Mental Health Team* will provide a service that:

- identifies people in the criminal justice system with mental health problems at the earliest opportunity
- provides a point of access for agencies within the criminal justice system to request information, advice and assessment
- diverts, where appropriate, people with mental health problems from the criminal justice system to suitable alternatives
- promotes use of existing legislation to assist judicial decision making
- encourages and facilitates cooperation between different agencies
- works within national agreed procedures for care programme approach (CPA)

- provides assessments for individuals due for release from prison to ensure access to mental health services

The *Probation Service, Southend* may be able to help those who have been involved in the Criminal Justice System, e.g. in the areas of employment, education and housing. The *Youth Offending Team, Southend* helps specifically with young people.

Police

As discussed in Section 2, the police are often called upon to deal with a situation where one of those involved has a mental health problem. Those who have had such contact with the police have told us that they usually do so sensitively but with regard to public safety and order.

A police Community Liaison Officer might be able to help with more general advice about the role of the Police in situations where there is a mental health problem. There is a Community Liaison Officer for each of the Southend, Shoebury and Leigh areas.

There are police stations at Southend, Shoebury, Westcliff and Leigh, and contact within the Southend area can always be made via the *Police, Southend*, who operate a 24 hour telephone service.

Benefits

Some of us who have mental health problems will qualify for state benefits, especially if registered with the doctor as unable to work or having a disability.

The more common financial benefits are:

- Statutory Sick Pay
- [Sickness Benefit](#)
- Incapacity Benefit
- Attendance Allowance
- Disability Living Allowance

- Disabled Persons Tax Credit
- Housing Benefit
- Council Tax Benefit
- Income Support
- Job Seekers Allowance (see under Employment)

Depending on which benefit you are on you may be able to work up to 16 hours and earn up to £78 per week either without affecting benefits received or reducing benefit paid (for details Disability Living Allowance is paid irrespective of whether the recipient is employed or not.

Note: it is possible to work up to 16 hours a week and earn up to £66 without affecting the benefits received (check with your Personal Advisor - see below).

The main point of contact with the Benefits system will normally be either with *Job Centre Plus, Southend (Civic Centre)* ~~or Job Centre Plus, Southend (Dencora Court)~~. Both offer a very similar service.

When making a claim for the first time you will be allocated a Personal Advisor who should be able to tell you what benefits you qualify for. He/she should also be able to provide help in completing the forms, which can be quite complex. He/she can also advise you on how well off you will be if on benefit and if in employment, and this may affect the choices you make.

Job Centre Plus has been operating since October 2001. One of its intentions is to better help people to get the right benefit and assist them toward appropriate training and/or work, even if this may not be full-time employment due to disability. New claimants/clients may access this scheme through telephoning **0845-602-1614 (Minicom: 0845-609-1614)**. After making contact and discussing the claim the new

claimant will be referred to a Personal Advisor at Job Centre Plus.

Additionally, the *Department of Work & Pensions* deal with certain kinds of benefits, in particular pensions.

Schemes are in operation to assist those who
~~Note: the Disabled Persons Tax Credit is designed to help those who~~ having received benefits because of disability wish to start work where the income received is less.

Benefits advice can also be obtained by contacting the *Disability Benefit Enquiry Line*. Finally, a number of non-statutory organisations provide a benefits advice service and will help you in filling out forms. These are indicated in Section 4.

Employment

For those who do not qualify for the main benefits listed in the previous section, and are available for but not yet in paid employment, they may qualify for Job Seekers Allowance.

The *Disability Employment Advisor* will provide advice if you have a disability and want to return to work. They will be able to advise on training, suitable full-time or part-time work, as well as provide practical help to both the employer and employee to deal with the disability.

For those of us who have a disability certain protection is provided under the law. If you have concerns in this area contact the *Disability Rights Commission* who will be able to advise.

See Section 4 for details of employment opportunities and training that are available as well as various therapeutic opportunities that may be work related.

There is nothing to stop anyone from giving their time to help others (providing earnings rules are followed) whether in paid employment or not.

Young People

The *Youth & Connexions Service, Southend* specifically caters for a wide variety of needs of young people in the town. This has particular involvement with providing support for young people, specifically after leaving school and especially those more vulnerable (including through mental ill health), in particular through isolation and lack of social skills, education, employment or housing.

If you have concerns over your child's education or welfare while attending school,

you may want to contact the Education Welfare Officer based at the Southend Civic Centre (Telephone: **01702 215909**).

If you have a concern about your child's mental health, e.g. he/she is distressed at school, does not wish to go to school, has nightmares, or inflicts self-harm, then you may wish to involve the *Child and Family Consultation Service* in trying to help resolve those situations. They should be able to provide appropriate help and support.

There is a waiting list for this service but they will usually respond quickly in case of emergency. Referrals will need to be made via your doctor, school nurse or other health, education or social care professional.

4 - Local Non-statutory Services

This section considers the various non-statutory organisations that provide a service that will help those of us experiencing mental health problems. This section deals with general aspects of mental health.

Advocacy

Advocacy is about helping people to speak up for themselves and their rights, making their views heard and gaining control over their lives.

The following mental health related advocacy services are available to the people of Southend.

- ***Advocacy for Older People*** serves the needs of those over 65
- ***Dementia Advocacy Service*** serves the needs for those of all ages who have dementia
- ***Rethink, Southend Advocacy Service*** serves the needs of those under 65 who have mental health problems

ILA (Essex) helps those with any sort of disability, including recovering from a mental illness, toward independent living.

Patient Advice and Liaison Service (PALS) is a new organisation which, although not strictly an advocacy service, does provide support, advice and information. Although this is an NHS service it has been set up to provide an independent and confidential service to all NHS users. PALS advisors are based at a number of NHS centres.

The Advocacy Consortium for Southend is an umbrella organisation for all the advocacy organisations in the area, including those representing mental health.

Counselling

Counselling involves non-judgemental listening by a trained counsellor who will not so much give advice but rather

It provides an opportunity to explore emotional problems in a confidential setting and to look at difficulties arising from the past, which may be reflected in current relationships.

Charges for counselling services will vary from no charge at all, or donation or according to means, to a fixed (usually reasonable) charge. You are advised to establish the charges that apply for the service to be provided beforehand.

A free new service provided by the ***Atrium Clinic*** and funded by the ***Southend Primary Care Trust*** enables GPs in Southend to refer patients with less severe mental health problems for counselling.

The counselling services that serve Southend vary in size, waiting times, areas served, type of counselling offered and the costs involved. None of these deals solely with mental health problems although most will try to deal with mental health issues as they arise.

Some of the more specialist services, e.g. for those experiencing bereavement or alcohol or drug dependency, are further discussed in Sections 5 and 6.

The following is a list of counselling services that serve Southend. We understand all the counsellors employed in those organisations have professionally recognised qualifications:

- ***Benfleet Open Door***
- ***Bridge Counselling Services***
- ***Christian Counselling Service, Southend***
- ***Essex Counselling Services***
- ***Relate, South Essex***

- *Sycamore Counselling Services*
- *The Olive Tree Centre*
- *Wounded Souls Ministries*

Work

Some of the options available to those of us who are experiencing or have experienced mental health problems but want to work are discussed in Section 3.

Other services that may help us back into work and provide the needed skills for work include:

- *L R Training Partnership*
- *Rethink Employment and Training Services*
- *Salvation Army Hadleigh Training Centre*
- *SEETEC*
- *Growing Together*
- *Turnabout Trust*

Activities

It is important that all of us are able to engage in meaningful activity and operate some sort of routine. Besides the *Taylor Centre – Day Activity Centre* and the services linked to Rochford and Runwell Hospitals, discussed in Section 3, there are a number of facilities that provide those with mental health problems with the opportunity to engage in useful activities.

These services include:

- *Rethink, RISE Day Services*
- *SDMHA, Drop In Club*
- *SDMHA, Creative Group*

The *Peaceful Place Day Centre* offers a day centre geared toward younger people experiencing dementia.

The *Growing Together* project provides a therapeutic gardening facility and support for those who have experienced mental distress.

Benefits (Help with money)

Section 3 considers benefits issues and help provided by those directly dealing with benefits. Even so, many find the benefit system rather daunting and need help to obtain the right benefit.

The following non-statutory organisations help provide such a service to those with mental health problems:

- *DIAL Southend*
- *SDMHA, Welfare Rights Service*

Some of the advocacy help or advice services described elsewhere should also be able to help with benefits.

The *Phoenix Agency* provides benefits advice to those who they help with housing.

Housing

The issue of obtaining suitable housing is considered briefly in Section 3 (under Social Care) and also Section 6 where immediate help is needed.

For those experiencing mental health problems, particularly if having been discharged from hospital, assistance can be given to find suitable housing from:

- *Phoenix Agency*
- *SDMHA, Housing*

There are a number of privately run supported housing schemes that cater for people who are experiencing mental health problems but these are usually accessed via Social Care or as part of the support provided when accessing statutory mental health services.

Two charitable organisations that may be able to help are:

- *Sure Start*
- *Koinonia Trust*

Part B - Section 4 - Local Non-statutory Services
local non-statutory organisations that are worth turning to in time of need are:

- ***Citizens Advice Bureau, Southend***
- ***Mental Health Information Line, South Essex***

and of course there are ***The Samaritans, Southend*** and ***Saneline***.

Residential Homes and Hospitals

For some, particularly older people, there is a need for residential care. Some of this is provided by the statutory sector but many are privately run. The type of service offered varies considerably. Some specialise in helping those with mental health problems.

Social Care, Southend can provide advice on what is available and suitable. A list of homes and also inspection reports can be found by contacting the ***Library, Southend***. ***Better Caring*** is a resource that also provides information about residential care homes.

While most hospitals come under the NHS and those serving the Southend area are discussed in Section 3, there are also private hospitals, some of which deal specifically with mental health e.g. the ***Priory Hospital Chelmsford***.

Befriending

Mental illness can often result in people losing touch with their friends and their local community. It can be so very difficult to pick up the threads again. Even those with the close support of a loving family can feel isolated and want to talk to someone outside their close family circle. A befriender can act as a bridge back into the local community and support the development of both new and old friendships.

Some of the help discussed in this booklet goes some way towards providing this, in addition to what we might find through family and friends. One service that links those experiencing mental distress, their family and friends, with a befriender who can offer ongoing support, is ***Rethink Good Companions, South Essex***.

Information and Advice

Many of the organisations mentioned in this booklet offer information and advice. Two

Transport

Sometimes there are special needs concerning transport, for example in order to meet an appointment or where a companion is needed. Sometimes Social Care can provide help, although this is usually more to do with activities they arrange e.g. ***Taylor Centre – Day Activity Centre***.

Other help includes:

- ***Dial-a-Ride (Southend Council)***
- ***Give-A-Lift (SAVS)***

User and Carer Groups

A number of user and carer self help groups exist locally. These groups have gained much useful local knowledge and expertise. They include:

- ***Manic Depression Fellowship Self-help Group, Southend***
- ***Rethink, Southend Carers Group***

User Involvement Project, South Essex is set up to ensure the voice of users is represented in the planning of mental health services. It holds regular consultations among services users.

Sports and Leisure

There are many, widely varying sports and leisure services available in Southend, and many of these will be appropriate to people who are experiencing mental health problems and some of which specifically cater for people with disabilities. There are many amenities which are free, for example the various parks: Chalkwell, Priory, Southchurch etc. Three organisations that hold plenty of information on what is

Part B - Section 4 - Local Non-statutory Services have experienced mental distress, and would be pleased to share this.

available locally are: Leisure, Culture and Amenity Services of *Southend Borough Council*, the *Library, Southend* and the *Association of Voluntary Services, Southend (SAVS)*.

Education and Training

There are a number of educational and training establishments in Southend, some of which are specifically geared to people with disabilities, including those experiencing mental ill health. These include *South East Essex College* and the *Adult Community College, Southend*. *Main Support Systems* provides some life skill training courses that may be helpful to some who have experienced mental distress. *Growing Together* has built up some knowledge of education and training courses available locally, which may be suitable for those who

Advance Directives

Some of us who have experienced a mental illness are well aware that it is something that may come and go. One useful thing to consider while we are relatively well is how we would like to be treated should we become ill. Advance Directives may be able to help.

The *Manic Depression Fellowship* has had experience of this and may be able to offer advice.

The *Family Group Conference Service, Essex* will bring together the individual concerned, family, carers and professionals and help to plan for such an eventuality.

5 - Specialist Help

Sections 3 and 4 have considered the general help provided for those with mental health problems. This section considers specific help available for those with particular mental health problems.

The local mental health teams should also be able to give advice specific to any mental illness. Counselling and befriending services, discussed in Section 4, may help some.

Schizophrenia

Some of the services discussed in Sections 2 and 3, and some of the national mental health organisations, discussed in Section 1, in particular *Rethink*, have considerable experience in dealing with this condition.

Manic Depression

The *Manic Depression Fellowship* is the national organisation founded to help those with manic depression, their families, friends and others who care.

The *Manic Depression Fellowship Self-help Group, Southend* may be able to provide self-help and support locally.

Depression

A group providing help locally is the *Fellowship of Depressives Anonymous*.

Post Natal Depression is reckoned to seriously affect 10% of women who give birth (300 in Southend alone, each year). *Post Natal Depression Support, Southend* is a service that may be able to help.

Anxiety, Panic Attacks, and Phobias

We are not aware of any local group who specifically deals with this area (although there have been local self-help groups in the past), but there are two national groups that provide help, support and advice:

- *National Phobics Society*

- *First Steps to Freedom*

Eating Disorders

There is a specialist facility for helping those with eating disorders based at Basildon Hospital, see under *Eating Disorders Nurse*.

The *Eating Disorders Association* provides information, help and support for people affected by eating disorders.

Obsessive Compulsive Disorder (OCD)

First Steps to Freedom is a national organisation that can help in this area.

A local *OCD Support Group* has been recently formed to provide mutual support for Obsessive Compulsive Disorder (OCD) sufferers and carers.

Addiction

While some would not view addiction to alcohol, drug, gambling or sex as mental health problems, we have included these as those who are addicted and their families will often be experiencing considerable mental distress. There is help available and many overcome these addictions.

A number of organisations run on similar lines to *Alcoholics Anonymous* and provide a support network and local group meetings, often including and led by those who have been able to overcome their particular addiction. The aim is to support those who have an addiction and want to be free from it, by sharing experiences and offering support.

Note: because of the need for confidentiality some groups are open only by invitation. You need to contact the relevant national helplines for details of groups meeting in your area.

Help for those with Alcohol related problems includes:

- *Alcoholics Anonymous* - which includes a local group
- *Taylor Centre - Drug & Alcohol Services*
- *Al-Anon Family Groups* - national organisation

For those experiencing problems with drug addiction, the *Taylor Centre - Drug & Alcohol Services* provides a comprehensive service of support and practical help.

The *Taylor Centre - Drug & Alcohol Services* is a good place to find out about needle exchange services. Information will be given in confidence.

Other help for drug related problems includes:

- *Narcotics Anonymous* - which includes a local group
- *Drug Action Team, Southend* - provides lots of helpful local information and contacts
- *National Drugs Helpline: Talk to Frank about drugs*
- *C.O.A.S.T.* work with those with mental health and substance misuse issues
- *Victoria Surgery* – GP surgery specialising in substance misuse
- *Young Person's Substance Misuse Service*

For those concerned about smoking it is worthwhile to contact the *NHS Smoking Helpline*, whose motto is “Don't give up giving up”.

For those experiencing problems with gambling the following help is available:

- *Gamblers Anonymous & Gam Anon* - which includes a local group

For those experiencing problems with sex addiction, besides the counselling services mentioned in Section 4 and the services dealing with sexual problems, discussed in Section 6, the following national organisation (run on similar lines to alcoholics anonymous) will be able to help, although we are not aware of any local group:

- *Sex Addicts Anonymous*

For those experiencing problems with Internet pornography addiction the following website based facilities may be helpful:

- *Pure Intimacy*

Alzheimer's Disease and Dementia

The *Alzheimer's Society, Southend & District Branch*, affiliated to the *Alzheimer's Society* provides a point of contact for helping those with Alzheimer's disease, and their carers and family.

The *Peaceful Place Day Centre* provides support for those with early onset dementia and their families.

Autism, Asperger Syndrome and Other Brain Conditions

If you need information about autism, Asperger Syndrome and where to find help, we suggest you contact the *National Autistic Society, Asperger East Anglia* or *SAFE – Supporting Asperger Families in Essex*

In the case of specific brain conditions your specialist doctor should be able to direct you to the most appropriate help.

Learning Disabilities

If you have concerns about someone with learning disabilities we suggest you contact the relevant department of *Social Care, Southend, Taylor Centre – Learning Disabilities* or *Mencap, Southend*.

6 - Further Help

This section is to do with help that is available, but does not specifically concern mental health issues. It concentrates on three main areas:

- organisations serving particular sectors of the community regardless of whether mental health issues are involved.
- organisations dealing with issues that may cause people to be vulnerable to mental health problems.
- alternative therapies.

Young People

There are many organisations in the town that deal specifically with young people and provide support and help that will enhance their quality of life as well as those provided by the statutory services, already discussed. The following organisations will deal with those experiencing mental health problems, although in some cases this may mean referring on to specialist help:

- ***"185"***
- ***Bar'n Bus***
- ***Network Youth Schools***
- ***Young Person's Substance Misuse Service***
- ***Time to Choose***

A national organisation that deals with young people who have been in care but may be experiencing problems is ***Who Cares***.

Older People

Much of the help available to older people is described in the booklet "Services for Older People in Southend-on-Sea", available from ***Association of Voluntary Services, Southend***.

An important contact for finding out what help is available for older people is:

- ***Age Concern Southend***

Women

In compiling this booklet we have not fully researched the various organisations that specifically serve women, for example those women's organisations which exist among the various faith communities.

What is listed here are the organisations we are aware of that help women who, through various circumstances, find themselves (and their children) to be vulnerable:

- ***Safe Haven East Helpline***
- ***SDMHA, Women's Group***
- ***Women's Aid, Southend***
- ***The Dove Project***

Families and Children

Home-Start, South East Essex helps families with a child under the age of 5, by befriending and practical help.

Child and Family Consultation Service provides mental health support for children, young people and their families.

Marigold Family Resource Centre provides a variety of help to families with children.

Sure Start is a service for families with children under 4 that live in the Milton ward.

The ***Children's Society*** is a national resource for helping disadvantaged children.

Childline is a national helpline for children and young people in danger and distress.

The ***Trinity Family Centre*** provides a number of services for families and children.

Families Need Fathers supports fathers when a relation has broken down in gaining access to their children.

Parentlineplus supports those looking after children.

Carers

For many who have mental health problems, the help provided by carers, often members of the family, is often crucial. “The Carers Handbook”, produced by the *Carers' Forum, Southend* lists sources of help for carers, including young carers.

A local initiative supporting the carers of those who have mental health problems is *Breakthrough*.

A national charity that supports carers is *Carers UK*.

Social Care, Southend may be able to provide support for carers.

Debt

The *National Debtline* will provide information and advice for those with debt problems, as will the *Citizens Advice Bureau, Southend*.

Discrimination

Help is available if you feel you are being discriminated against:

- *Commission for Racial Equality*
- *Disability Rights Commission*

Homelessness

Besides the statutory services discussed earlier, the following may be able to give some help:

- *Leapfrog Family Project*
- *HARP (Homeless Action Resource Project)*
- *Globe Surgery* – GP service for the homeless

Relationships

A number of organisations provide help where there are difficulties in relationships, or the relationship has broken down entirely. These include:

- *Family Mediation Service, South Essex*

- *Relate, South Essex*
- *Marriage Care, Southend*

Bereavement

All of us who have experienced the loss of a loved one know the hurt and anguish that this caused. Having people we can turn to can be a great help. Organisations that offer a variety of support include:

- *Cruse Bereavement Care, Southend*
- *Fair Haven & Little Haven, S.E. Essex Christian Hospices*

Suicide

If you are concerned about yourself or somebody else the *Samaritans* may be able to help.

Papyrus is dedicated to preventing suicides (especially among the young) and helping families who have lost someone this way.

Rethink and *Young Minds* may also be able to help.

Victims of Crime

The following organisation can provide help and support for those who have been victims of a crime:

- *Victim Support, Southend, Rayleigh and Rochford*

Sexual Abuse

Some of the counselling services discussed in Section 4 will assist those who have experienced sexual abuse, in particular:

- *Bridge Counselling Services*
- *Essex Counselling Services*

For those who are victims of rape (men as well as women) it is recommended that you inform the police as early as possible. You may wish to contact the *Rape Abuse Line*, who will offer emotional support. Also, the *Drug Rape Trust* provides help for those who have been victims of drug assisted rape. A local service that helps victims of sexual

violence is the *Rape & Incest Crisis Centre, South Essex*.

Sexual Health & Sexuality

Family Planning Services operate clinics throughout the town, providing advice and support on all matters relating to sexual health. The *Sexual Health (GUM) Clinic* will also be able to advise on sexual matters. The *Teenage Pregnancy & Sexual Health Project* is a further resource helping young people.

Care Centres Network is a national network that includes *Lighthouse Family Trust* and helps women who have an unplanned pregnancy or are experiencing post abortion trauma. The local service from the *Lighthouse Family Trust* is the *Options – Pregnancy Crisis Centre*.

Switchboard, South Essex is a local organisation that provides support, help and information to gay, lesbian and bisexual people. *True Freedom Trust* is a national organisation to help gay and lesbian people. They have understanding and compassion and provide help from a heterosexual perspective.

HIV & AIDS

A number of organisations provide help and support for those with HIV or AIDS.

- *HIV & AIDS Care Services*
- *Terrence Higgins Trust East*
- *Sexual Health (GUM) Clinic*

The *Sexual Health (GUM) Clinic* based at Southend Hospital will be able to advise on all aspects of sexually transmitted diseases.

Self Harm

www.selfinjury.freemove.co.uk provides helpful web based information for those concerned with the issue of self harm.

Self Harm Alliance is a national organisation for supporting people who self harm and those who care for them.

Bullying

The issue of bullying can affect any vulnerable group including school pupils, people at work and older people in care. While some of the contacts provided in this directory address this issue, the following websites specifically deal with this area:

www.pupilline.net

www.bullying.co.uk

www.kidscape.org

Other Medical Conditions

If you are not well physically this may affect you mentally, for example in the case of chronic fatigue syndrome. Many conditions have this effect. Support groups exist for those experiencing many of these conditions. Some of these are listed in the “Community Support Directory for Southend”. If you have concerns do try to discuss these with your doctor.

Complementary Therapies

Many people are looking to support their orthodox health care with complementary health care therapies.

Complementary medicine has been around for thousands of years. Each ancient civilization has developed its own particular branch of complementary medicine. We only have to look to the Ancient Egyptians for their use of aromatic ointments to see where our present day aromatherapy has its roots. The ancient Chinese around 3000 BC had advanced anatomically drawn manuscripts explaining acupuncture, which is now recognised in many hospital institutions.

Complementary health practitioners often work on the whole person. This is sometimes called Holistic (Greek: holos =

whole). The practitioner works with the person to bring about *ease* within a *dis eased* state, thus bringing harmony to mind, body and spirit.

There are many different therapies and it can be rather daunting when trying to make a choice. The more popular therapies are:

- Acupuncture
- Aromatherapy
- Massage
- Osteopathy
- Homeopathy
- Yoga
- Relaxation
- Reflexology

The U.K. magazine ***Positive Health*** (www.positivehealth.com) lists all recognised bodies of Complementary Health

Practitioners for the UK and has an excellent array of articles, events and suppliers.

No complementary health practitioner should make the claim that they can cure a person. All qualified complementary practitioners have to adhere to a strict code of conduct and ethics. Practitioners will have degrees and diplomas displayed in their place of work showing their professional body. All qualified complementary health practitioners will be happy to answer any question you may have regarding the treatment involved before you have parted with any money.

As with all health concerns, please visit your doctor if you have any health doubts and do not stop taking medication unless advised to do so by your doctor.

7 - Local Communities

There are many who experience mental health problems who belong to or are interested in joining one of the many diverse communities in Southend.

Many look for and find strength and help within those communities and in the faiths that are represented.

This section outlines the support which can be found in both the religious communities and the non-religious communities.

The Christian Community

The Christian community in Southend is represented by some 100 churches, chapels and fellowships. These have a wide diversity of outlooks and practices.

Churches hold regular services for prayer, worship and Christian teaching, on Sundays and during the week. Most organise activities that serve all the community (irrespective of faith), including friends and neighbours groups, mother and toddler groups and social and religious meetings for children, young people, men, women, older people and special needs groups

Also, a number of the organisations listed in Part A, which serve the whole community, not just Christians, involve or are run by members of churches in Southend.

The following are some of the services offered to the people locally, provided by Christian organisations:

- ***Bar'n Bus*** - working among young people
- ***Churches & Refugees Together*** - working among asylum seekers
- ***InterAct*** - employment and education
- ***Marriage Care, Southend*** - relationship counselling
- ***Network Youth Schools*** - working among schools

- ***Peaceful Place Day Centre*** - working among younger people with dementia
- ***Olive Tree Centre*** - providing a counselling service
- ***Salvation Army Hadleigh Training Centre*** - training and employment
- ***Christian Counselling Service, Southend*** - providing a counselling service
- ***Fair Haven & Little Haven, S.E. Essex Christian Hospices*** - providing support to the terminally ill and a bereavement support service
- ***WHCM*** - serving a variety of mental health needs

The following are services to the community offered directly by three of the churches:

- ***Vineyard ministries*** - Southend Vineyard
- ***Living Room*** - Southend Christian Fellowship
- ***Society of St Vincent de Paul*** - St. Helens RC

It is likely that there are one or more churches near where you live. The best way to find out what a church can offer you or how you may be able to help is to make contact yourself. Don't be afraid to make yourself known to the priest or minister or other responsible person and express your hopes and concerns.

You can also contact ***Churches Together in Southend*** and ***SEELEF***. These are both umbrella organisations for many of the churches in Southend who should be able to provide you with more information as to what goes on in the churches and within the Christian organisations in the town.

There are two local Christian groups specifically working in the area of mental health

Southend Christian Link

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Trust Links was born out of a desire by members of various churches in the town to create a network to address the perceived needs and gaps in service provision for those experiencing mental health problems. Its mission is to support people and strengthen communities. It has initiated a number of projects including the compilation of this directory, *Growing Together, Breakthrough* and a Young Peoples' Mentor, part of the *Connexions* scheme.

Those involved with both these organisations have extensive experience of dealing with mental health needs and are involved with a number of the churches in the town.

The *Association for Pastoral Care in Mental Health* is a national organisation seeking to apply Christian principles to mental health, and link those who have concerns in this area. *Premier Lifeline* provides a national confidential listening, talking and prayer service.

The Jewish Community

The Jewish community in Southend is represented by two synagogues, which serve as cultural and social as well as religious centres:

- *Hebrew Congregation, Southend & Westcliff*
- *Reform Synagogue, Southend & District*

A wide range of social (including mental health) needs are addressed both at a local and national level by Jewish Care. This is

A national organisation that deals specifically with helping those with mental illness is the *Jewish Association for the Mentally Ill* (JAMI).

The Muslim Community

The Muslim community in Southend is represented by two mosques, which serve as cultural and social as well as religious centres:

- *Islamic Trust, Southend*
- *Essex Mosque*

A community project emanating from the Muslim community and providing a variety of help and support to the whole community is *Share-IT*.

Ethnic Minorities

Southend has a rich diversity of citizens from many different ethnic groups. These include African-Caribbean, Albanian, Bangladeshi, Bosnian, Chinese, Cypriot, Greek, Gypsy, Hindu, Sikh and Zimbabwean.

Organisations representing and supporting ethnic minority groups locally are:

- *Racial Equality Council, Essex*
- *Multi-Cultural Association, South East Essex (SEEMCA)*
- *Ethnic Minority Forum*
- *Southend Association of Voluntary Services*

Other Communities

- The following groups provide a focus for local activities and help the local communities which they represent.
- *Milton Project*
- *Shoebury Information Shop*
- *C.I.R.C.L.E.S*
- *Hamlet Court Road Community Information Shop*

Neighbourhood Watch

Neighbourhood Watch operates throughout all of Southend. There are many neighbourhood watch groups in the town, usually covering a small area. While the emphasis of *Neighbourhood Watch* is on crime prevention, several groups do offer practical help to neighbours and seek to promote good neighbourliness. These groups work closely with the Community Liaison (Police) Officers (discussed in Section 3).

Growing Together is a community project, covering the whole of Southend, whose aim is to help those with mental health problems.

Tenants & Residents Associations

These associations exist in many areas of Southend. Information about existing associations is available from Southend-on-Sea Borough Council's Tenant Support Team **01702 215437**.

Part B – Section 8 – The Mental Health Act 1983 renewed). The grounds for this are that the patient is: ‘suffering from mental illness, severe mental impairment, psychopathic disorder or mental impairment and his mental disorder is of a nature or degree which makes it appropriate for him to receive medical treatment in hospital; and ‘in the case of psychopathic disorder or mental impairment, such treatment is likely to alleviate or prevent a deterioration of his condition; and ‘it is necessary for the health or safety of the patient or for the protection of other persons, that he should receive such treatment and it cannot be provided unless he is detained under this section.

Procedure

With Sections Two and Three either an Approved Social Worker (ASW) or, if necessary and appropriate, a person’s ‘nearest relative’ can make an application. This application must be supported by the recommendations of two registered medical practitioners, one of whom must be Section 12 approved. In addition, under Section Three the ASW must consult the ‘nearest relative’. The application cannot proceed if the nearest relative objects, although court proceedings can be taken to overrule a nearest relative who objects unreasonably.

If a patient’s nearest relative unreasonably objects to admission under Section 3, an application could be made to the County Court under Section 29 of the act for the functions of the nearest relative to be transferred to the local Social Care or another person.

Discharge

With both Sections, the patient may be discharged by one of

- The Responsible Medical Officer
- The Hospital Managers
- The Nearest Relative

8 - The Mental Health Act 1983

Introduction

Please note: this section will apply to only a very small percentage of those experiencing mental illness, and for them and their family and friends this information is very relevant.

We are aware that some of the information below may worry some people but we believe an outline of the law and our rights under that law is helpful. The Mental Health Act 1983 is aimed at trying to help people regain their health as well as to reduce risk to themselves and others, and contains many checks against wrongful use of the Act. We are also aware that a new mental health act to replace the existing one is in the offing, although details are as yet unclear.

Most people who have mental health problems are treated in the community or in hospital on a voluntary basis and have the same rights as everyone else. They are sometimes called ‘informal’ patients. A small number of people are compulsorily detained under a section of the Mental Health Act 1983, and they have different rights. People who are compulsorily detained are referred to as ‘formal’ patients.

Section 2: Assessment, 28 days

A person may be detained for assessment purposes for up to 28 days. The grounds for this are that the patient is: ‘thought to be suffering from mental disorder of a nature or degree which warrants the detention of the patient in a hospital for assessment (or for assessment followed by medical treatment) for at least a limited period; and he ought to be so detained in the interests of his own health or safety, or with a view to the protection of other persons.’

Section 3: Treatment, 6 months

A person can be detained for treatment for up to six months (and this period can be

Nearest Relatives must give 72 hours notice to the hospital managers. The Responsible Medical Officer (RMO) can refuse the request on the grounds that discharge would be dangerous to the patient or to others. The hospital managers will then review the detention. The nearest relative can then bring the case before a Mental Health Review Tribunal. The onus of proof is on the RMO.

Appeal

The patient may appeal to the Mental Health Review Tribunal. Under Section Two; this appeal must be made within 14 days of detention. Under Section Three one appeal can be made within the six month period. Legal Aid (not means tested) is available to pay a solicitor to represent someone at a Tribunal. Patients may also appeal to the Hospital Managers. It is important to get advice (for example from the *Citizens Advice Bureau, Southend* or *Rethink, Southend Advocacy Service* about the wording of a letter to the managers and about representation at a managers' meeting or a Tribunal.

Section 4: Emergency, 72 Hours

A person may be detained for assessment purposes for up to 72 hours 'in any case of urgent necessity.' In this case the application is supported by the recommendation of one registered medical practitioner.

Section 136: Police, 72 Hours

A police constable can remove someone from a place to which the public have access to a place of safety for up to 72 hours, if the constable thinks that the person is 'suffering from mental disorder and to be in immediate need of care or control . . . in the interests of that person or for the protection of other persons.'

Consent to Treatment

Capable informal patients (over the age of 16) have the right to refuse treatment except in the case of an emergency. A patient who lacks the capacity to consent may be treated under the common law doctrine of necessity in their own best interest.

Formal (detained, 'sectioned') patients under Section Two cannot be certain treatments under Section 58 Consent to Treatment.

Formal (detained, 'sectioned') patients under Section Three can be given certain treatments without their consent in certain circumstances for the first three months.

After these periods under Section 58 consent is required for administration of medicine beyond three months for Section Three patients unless a Second Opinion Appointed Doctor (SOAD) gives consent. A patient detained under Section 5(2) who has the capacity to consent can be treated only if he or she consents to treatment. There are some other sections that this also applies to.

Special rules apply to specific treatments such as electro-convulsive treatment (ECT) and psychosurgery. But both under Section 58 and 57 respectively require consent or a Second Opinion Appointed Doctor (SOAD) to approve. In certain circumstances under Section 62 of the Act urgent medical treatment may be given to a detained patient without consent until SOAD approval.

Rights of the Nearest Relative

If you are the nearest relative of someone affected by a mental disorder you have certain rights:

- The right to ask an Approved Social Worker to assess your relative for compulsory admission to psychiatric hospital.
- The right to apply for your relative to be admitted compulsorily to

psychiatric hospital. This application must be accompanied by two medical recommendations; one at least from a Section 12 approved doctor.

- The right to refuse consent for your relative to be compulsorily admitted to hospital under Section Three (though this right can be removed by the courts).
- The right to discharge your relative if they are compulsorily detained in psychiatric hospital (though this right can be removed by the courts and barred by the consultants).

The Mental Health Act 1983 lists, in order of priority, who is a patient's nearest relative under the Law.

Your Right to Information

Under Section 132 the managers of a hospital have the duty to provide a formal patient with information on:

- The section she or he is detained under
- His or her right to apply to a Mental Health Review Tribunal and/or appeal to the hospital managers
- His or her right to be discharged
- Consent to treatment rules
- Correspondence rules
- The Mental Health Act Commission, its obligation to protect detained patients and its codes of practice.

Mental Health Review Tribunals

There are a number of these throughout the UK. The following covers the Southend area:

Block 2, Spur Q North
Government Building

Honeyport Lane

Stanmore
Middlesex
HA7 1AY
Tel: 0207 972 1024

These independent tribunals, which hear patients' appeals, are made up of three people, a lawyer, a psychiatrist (or section 12 approved GP) and a lay person with relevant qualifications or skills. Patients can either make their own case or have the right to representation. Anyone can act as a representative for the patient, though special skills would clearly be an advantage and some solicitors are experienced in this area. Legal Aid (not means tested) is available to employ a solicitor and this is usually advisable. On hearing the evidence the tribunal decides whether to discharge the patient. A formal advocate can also offer support or represent a person who is appealing.

Managers Appeals

Under section 23 of the Mental Health Act 1983 patients who are detained in hospital have a right to appeal to the hospital managers. The hospital managers have the power to discharge the person from the detention order if it is considered the criteria for detention are no longer met. When someone is detained, rights of appeal will be given both verbally and in writing and more than once if necessary. If you need more information speak to the nursing staff on the ward or to *Citizens Advice Bureau, Southend* or *Rethink, Southend Advocacy Service* or Medical Records staff. It is often helpful to involve advocacy services when making an appeal.

Mental Health Act Commission

Maid Marion House

56 Hounds Gate
Nottingham
NG1 6BG
Tel: 0115 9437100

This is a special health authority authorised to keep under review all aspects of the care

Part B – Section 8 – The Mental Health Act 1983 hospital. If you agree, a carer can also be involved. These duties come from Section 117 of the Mental Health Act 1983.

Guardianship

Guardianship under the Mental Health Act 1983 gives the social care department the power to require some people with mental health problems to live in a certain place, or to allow care staff into their home, or to attend a day centre or day hospital for day care. People are placed under Guardianship after discussion with the care team and recommendations by two doctors and an Approved Social Worker. Guardianship lasts for only a set period of time. People placed under Guardianship have the right to appeal to a Mental Health Review Tribunal to discharge the Guardianship.

Guardianship is used only rarely.

Supervised Discharge

The Mental Health (Patients in the Community) Act (1995) introduced the new power of supervised discharge. This can be applied only to those who have been detained under a Treatment Section. The powers are very similar to those of guardianship, one addition being that if you are under supervised discharge and refuse to attend a specified place for care or treatment, your supervisor has the power to convey you there against your will. Supervised discharge does not include the power to give enforced medical treatment outside hospital.

Supervised Discharge is used only rarely.

of patients detained under the Mental Health Act 1983. It can investigate complaints, arrange second opinions under the Mental Health Act 1983 on consent to treatment provisions and is responsible for monitoring the Mental Health Act 1983 Code of Practice. It cannot discharge a patient from hospital.

A patient can make a complaint to the Commission about anything that has happened to him or her while detained. The complaint should be made to the hospital management in the first instance. However, when a complaint is about being compulsorily detained it can be made directly to the Commission. In both instances the Commission will decide whether to investigate the complaint.

Legal Advice and Solicitors

If you need legal advice on the Mental Health Act 1983 or would like a list of solicitors in the Southend area who deal with Tribunals and other mental health matters, contact the *Citizens Advice Bureau* or the Mental Health Act 1983 Administrator at *Runwell Hospital*.

Aftercare Under the Mental Health Act 1983

If you have been detained in hospital under a Treatment Section of the Mental Health Act 1983, the South Essex Mental Health Community Care Trust and Southend Social Care have a duty to provide you with after-care services until they think you no longer need them. What you need should be properly negotiated with you and written into your care plan before you leave

9 – How to make a Complaint

We have a reasonable expectation that all the statutory organisations mentioned in this directory provide the service they are supposed to provide. If, however, you have reason to believe this not to be the case then speak with those you deal with or the manager of the service. If you still wish to make a complaint the following may be contacted (see Part A for addresses):

- ***Essex Strategic Health Authority*** - Customer Relations - Telephone 01277 755287
- ***South Essex Partnership NHS Trust*** - Complaints Manager - Telephone 01375 364684
- ***Southend Primary Care Trust*** - Corporate Affairs Manager or Business Manager - Telephone 01702 224600
- ***Hospital, Southend NHS Trust*** - Director of Nursing & Quality, Telephone 01702 435555

The Independent Complaints Advocacy Service (ICAS), provided locally by POHWER Advocacy Agency, provide advice about how to make a complaint about the NHS, support and representation at each stage of the procedure, independent

advice about how to take your complaint further. Information is treated in confidence. Telephone 0845 456 1083.

- ***Social Care, Southend*** - Customer Services Officer - Telephone 01702 534638
- ***Job Centre Plus, Southend (Civic Centre)*** - Manager - Telephone 01702 215284/215289
- ***Job Centre Plus, Southend (Dencora Court)*** - Manager - Telephone 01702 575700

Both the ***Citizens Advice Bureau, Southend*** and the ***Rethink, Southend Advocacy Service*** will be able to advise you on complaints procedures, as will the ***Patient Advice and Liaison Service (PALS)*** advisors that are attached to various NHS organisations.

If you would like to express views on the way health services could be improved, contact your local ***Patient and Public Involvement Forums*** Telephone 01702 350473.

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Useful Telephone Numbers

Police, Fire, Ambulance (Emergency Services)	999
BT Operator	100
Hospitals and other main Health Services	
Southend Hospital (including Accident & Emergency)	01702 435555
Rochford Hospital	01702 578000
Taylor Centre - Drug & Alcohol Service	01702 440550
Runwell Hospital	01268 366000
Mental Health Unit, Basildon Hospital	01268 593688
South Essex Partnership NHS Trust	01375 364650
Southend Primary Care Trust	01702 224600
NHS Direct (national helpline)	0845 4647
South Essex Mental Health Information Line	0845 6013617
Taylor Centre - Mental Health Team, Shoebury	01702 440400
Taylor Centre - Mental Health Team, Southend	01702 440400
Criminal Justice Mental Health Team	01268 778282
Primary Care Support	01268 464500
Other Statutory Services	
Southend Borough Council (including Social Care)	01702 215000
Emergency Essex Social Work Duty Team	01245 434083
Southend Police	01702 431212
Department of Work & Pensions, Southend	01702 222300
Southend Job Centre Plus (Civic Centre/Dencora Court)	01702 215284/575700
Other Local Mental Health and Related Services	
Age Concern, Southend	01702 215780
Association of Voluntary Services, Southend	01702 356000
Benfleet Open Door (Counselling Services)	01268 793025
Citizen's Advice Bureau	01702 610610
Cruse, Southend (Bereavement Counselling and Advice)	01702 710683
Phoenix Agency (Accommodation Advice and Support)	01702 461357
Relate (Relationship Counselling and Advice)	01702 342901
Rethink Southend Advocacy Service	01702 349191
Southend & District Mental Health Association (SDMHA)	01702 601123
Samaritans (National Helpline)	08457 909090
Growing Together (Support, Advice and Information)	01702 213134

My GP (Write name/telephone number)	Name:	Tel. No:
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