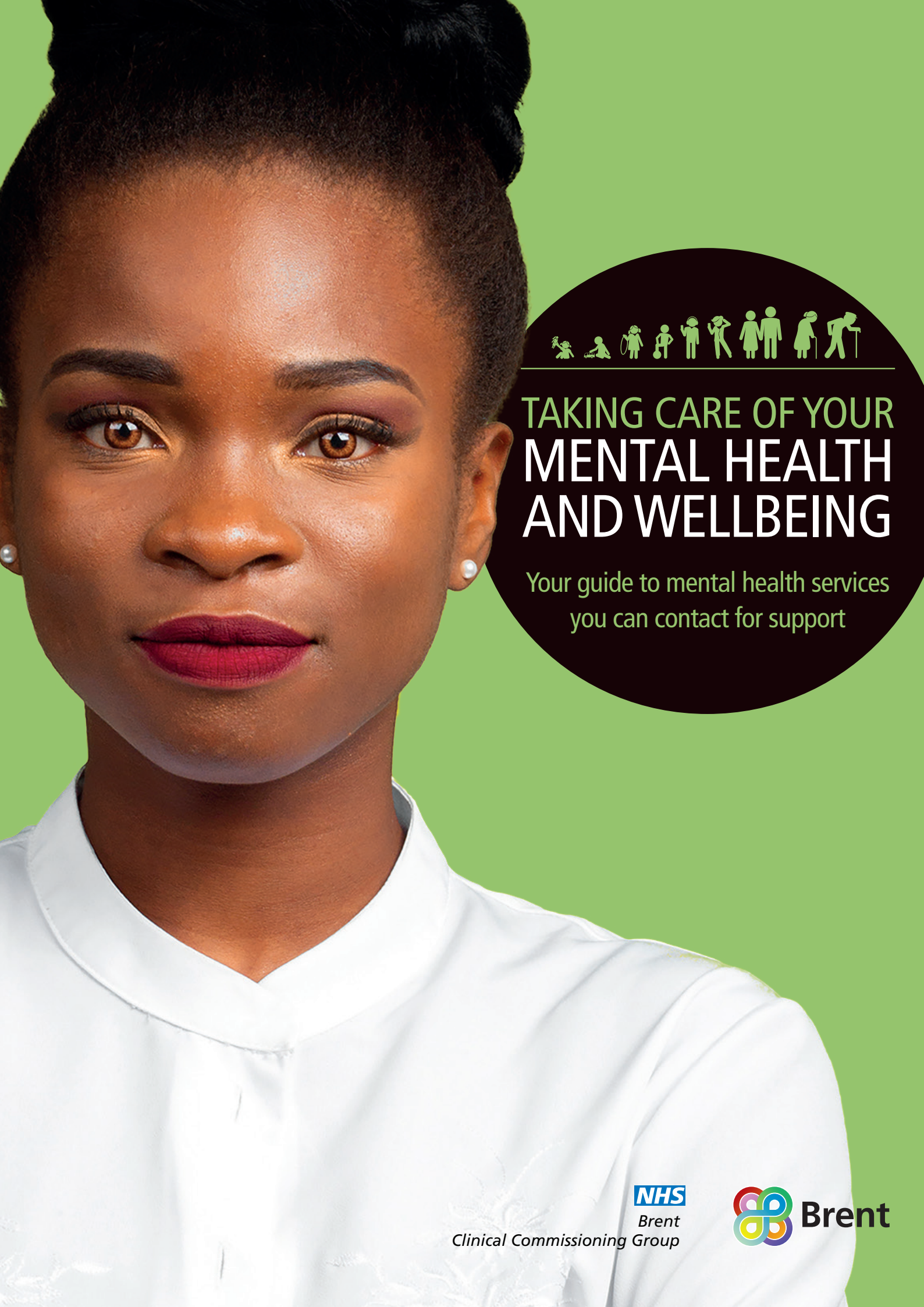

TAKING CARE OF YOUR MENTAL HEALTH AND WELLBEING

Your guide to mental health services you can contact for support

NHS
Brent
Clinical Commissioning Group

Brent

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‘I come from a culture where mental illness can still be a stigma. As a result, when I started feeling low in mood and anxious about things, I hid my feelings, keeping them to myself. I hoped they would go away, as moods can change. But instead of going away, these feelings became worse. As time went on, I was less able to hide my low mood and anxiety. I knew I had to get help, but didn’t know how.

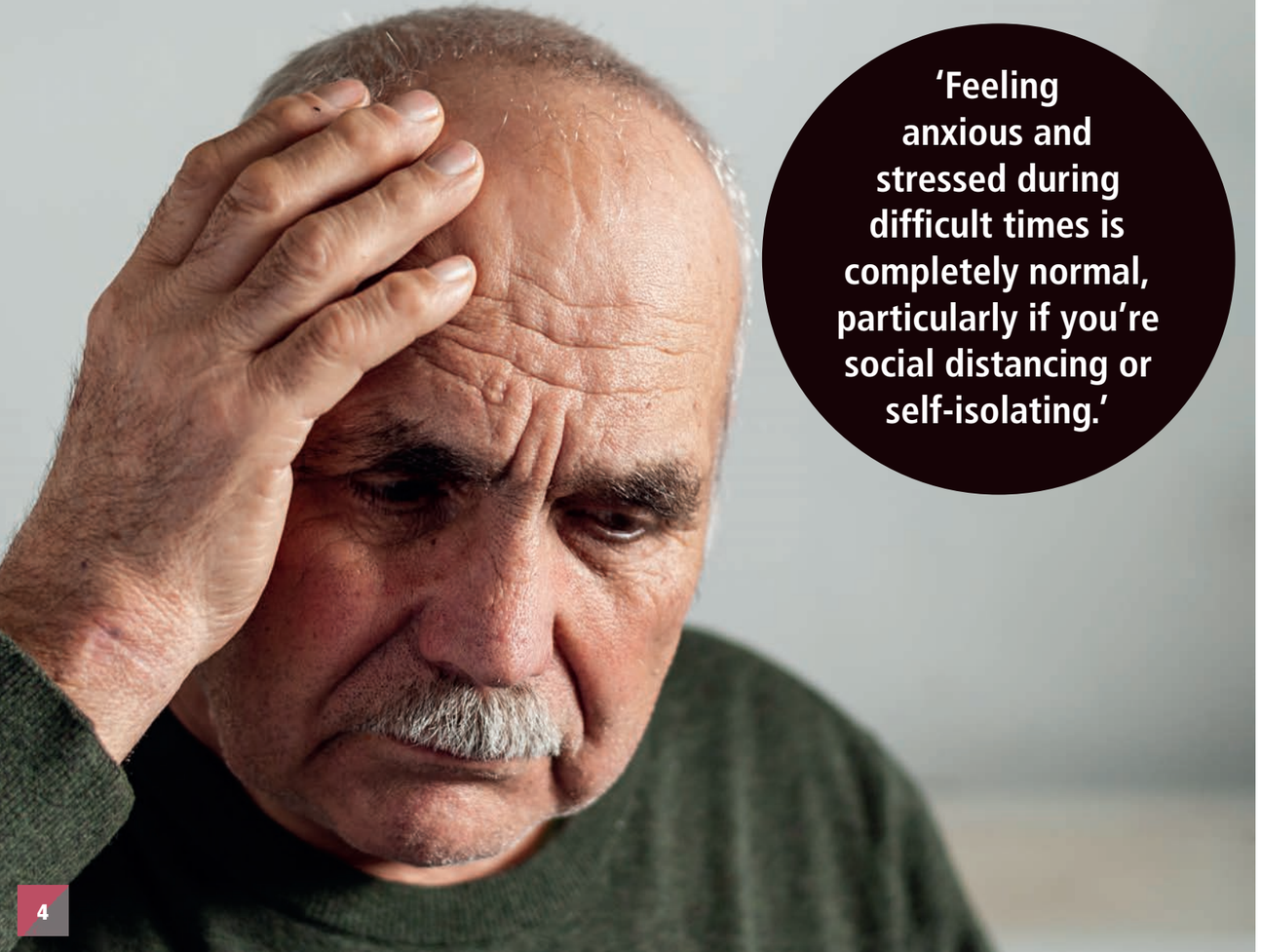
It was very hard to even think about sharing how I felt – even with my GP. So I continued to struggle along on my own, while feeling more and more unwell. Finally, I had no choice but to admit to myself, that I couldn’t go on and that I really needed to get the help that I needed.

I booked an appointment with my GP. It was difficult sharing how I had been feeling, but I was encouraged by his compassion. It seemed he really listened and I didn’t feel judged or that I was less than **TEXT MISSING HERE**

We agreed that he would refer me to the talking therapies service. Speaking to a professional there was the start of things changing for the better. I look back and think I need not have delayed seeking help earlier. Speaking about my mental health and receiving the help and support I need has given me back my life.

I want to encourage you to get help if you need help. This booklet has a huge list of services. Whatever you situation, you will find a service that caters to your need.’

SERVICE USER, TALKING THERAPIES SERVICES



‘Feeling anxious and stressed during difficult times is completely normal, particularly if you’re social distancing or self-isolating.’

GUIDE TO MENTAL HEALTH SERVICES

HOW CAN THIS BOOKLET HELP YOU?

This booklet offers information and tips for managing your mental health and wellbeing during the coronavirus outbreak (also known as COVID-19) and beyond.

Feeling anxious and stressed during difficult times is completely normal, particularly if you’re social distancing or self-isolating. You may feel bored, frustrated or lonely. You may also be low, worried or anxious, or concerned about your finances, your health or those close to you.

It’s important to remember that it is OK to feel this way and that everyone reacts differently. Remember, this situation is temporary and, for most of us, these feelings will pass. Staying at home may be difficult, but you are helping to protect yourself and others by doing it. Taking care of your mind as well as your body is really important while staying at home because of coronavirus (COVID-19).

The good news is that there are simple steps you can take to care for your mental health and wellbeing during the pandemic and beyond it.

The tips and advice here are things you can do now to help you keep on top of your mental wellbeing. Trying them will help you to cope better and improve how you may be feeling while staying at home. There are also many services in the booklet that you can contact, during the pandemic and after, to get further support if you feel you need it.

TOP TIPS FOR FEELING BETTER AND BOOSTING YOUR MOOD DURING COVID

There are five steps you can use to care for yourself if you are feeling anxious, lonely or low in mood. Trying these things could help you feel more positive and able to get the most out of life.

1. Connect with other people: keep in touch with friends and family. Call them or use video-chat apps, which are very useful to aid this.
2. Be physically active: being active is great for your physical health and fitness and also your mental wellbeing. Find something you enjoy doing and do it regularly!
3. Pay attention to the present moment (mindfulness): pay more attention to the present moment to improve your mental wellbeing. This includes your thoughts and feelings, your body and the world around you. Some people call this awareness 'mindfulness'. Mindfulness can help you enjoy life more and understand yourself better. Check out this link to find out more about mindfulness: https://www.nhs.uk/conditions/stress-anxiety-depression/mindfulness

   You can also check your mood using this simple mood self-assessment quiz: https://www.nhs.uk/conditions/stress-anxiety-depression/mood-self-assessment
4. Learn new skills: learning new skills improves mental wellbeing by boosting self-confidence, raising self-esteem and helping you to build a sense of purpose. Try new hobbies that challenge, learn a new recipe or sign up for a course to learn something you're interested in.
5. Give to others: acts of giving and kindness help improve mental wellbeing by creating positive feelings and a sense of reward. It also gives you a feeling of purpose and self-worth. Offer to help a friend or family who is in need of support, consider volunteering in your community or help raise funds for your favourite or local charity.

STRESS BUSTERS

- Calming breathing exercises
- Avoid unhealthy habits: reduce or cut out alcohol, smoking and caffeine as a way of coping.
- Have some 'me time': set aside a couple of hours or evenings regularly for some quality 'me time' away from your other responsibilities.
- Try to be positive: look for the positives in life, and things for which you're grateful. Try writing down three things that went well, or for which you're grateful, at the end of every day.
- Relaxation: consider what helps you to relax and do it, such as listening to music, yoga, going for a walk, dancing, reading etc.

HERE ARE THE SERVICES YOU CAN CONTACT FOR HELP AND SUPPORT

If you have tried all these tips and still think you need some more support, the rest of the information in this booklet is provided so you can decide which services would best suit your need. During lockdown, a tiny number of services have closed in order to comply with the lockdown restrictions. Where services are currently closed, they will re-open when lockdown has lifted in line with the government's guidance. You will find that the majority of services are still available through telephone, video calls and on line.

‘If you are struggling with coping, feeling low or think you may be depressed, please seek help from your GP.’

YOUR GENERAL SERVICES

YOUR GP

If you are struggling with coping, feeling low or think you may be depressed please seek help from your GP in the first instance. Your GP continues to be the main referral route to other services (including those below). Please do not ignore any problems in relation to your physical or mental health and continue to seek help from your GP as you ordinarily would.

GETTING URGENT NHS HELP

You need help urgently for your mental health, but it’s not an emergency: call 111.

GETTING EMERGENCY NHS HELP

In an emergency call 999. Emergency means:

- someone’s life is at risk – for example, they have seriously injured themselves or taken an overdose
- You do not feel you can keep yourself or someone else safe.

We have divided the rest of the services up according to your age:

- children and young people
- people 18 years and over.

CHILDREN AND YOUNG PEOPLE'S SERVICES

GETTING HELP FOR A MENTAL HEALTH CRISIS (NOT EMERGENCY)

Experiencing a mental health crisis or worried about your mental health?

- Call your Brent NHS Child and Adolescent Mental Health Services (CAMHS) on 020 8869 5499
- If you're under 19, you can call 0800 1111 to talk to Childline or click for a 1-1 chat with a counsellor. (The number will not appear on your phone bill)
- Contact Young Mind. If urgent text YM to 85258 – free and anonymous
- Call your local NHS Child and Adolescent Mental Health Services: 020 8869 5499
- For free, safe and anonymous online support: join Kooth by going to their website https://www.kooth.com

If you are having thoughts of suicide or are concerned for a young person who might be:

- contact HOPELINEUK for confidential support and practical advice on 0800 068 4141, text: 07860039967 or Email: pat@papyrus-uk.org
- Call the Samaritans on 116 123.

CORONAVIRUS

- Read about Coronavirus and your wellbeing: MIND https://www.mind.org.uk/information-support/for-children-and-young-people/coronavirus/coronavirus-and-your-wellbeing
- How about a video for young people by the BBC? Facts and myth-busting https://www.bbc.co.uk/bitesize/articles/zb23382

BRENT CENTRE FOR YOUNG PEOPLE

This is a mental health service for 14-21 year olds in Brent. It offers support to young people and professionals from our centre, schools, youth offending service and in the community.

You will need your GP to refer you. For more information email: clinicaladmin@brentcentre.org.uk for enquiries.

Opening times are Monday to Thursday 9.30am-7pm and Fridays 9.30am-6pm

Visit the website at https://www.brentcentre.org.uk

YOUNG CARERS

This service is for people aged 18 years & under who need someone to talk to. It offers advice and support on issues regarding school/college, free fun activities and events. Call Brent Carers Centre 020 3802 7070.

Alcohol addiction

National Association for the Children of Alcoholics and free helpline:

0800 358 3456

Eating Disorders

Beat Eating Disorders Helplines:

Studentline: 0808 801 0811

Youthline: 0808 801 0711

Bereavement

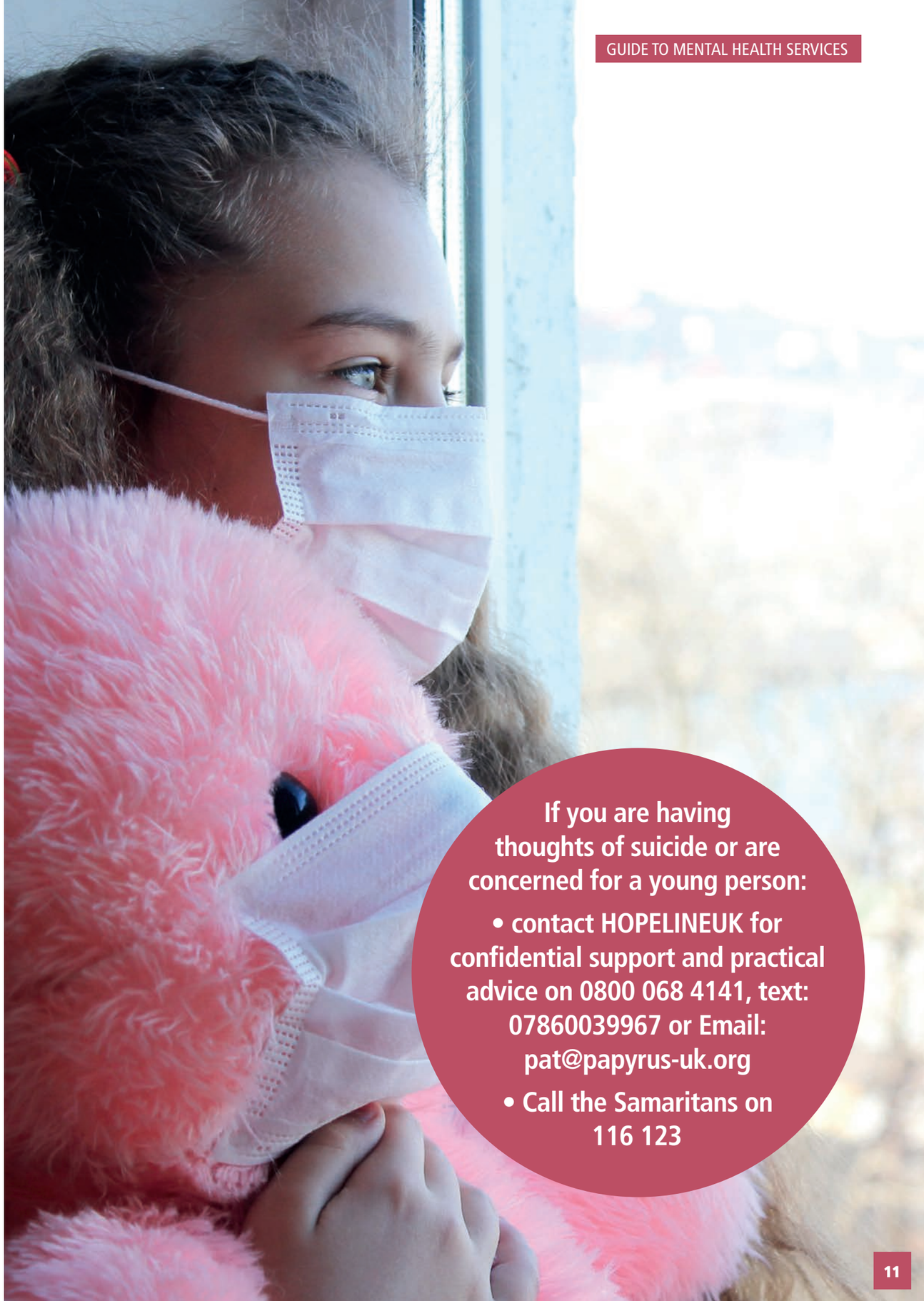
If you have lost someone you love and need to talk to someone about it, email privately to Hope Again: hopeagain@cruse.org.uk

or call the helpline: 0808 808 1677

Contact Winston's Wish on their free helpline: 08088 020 021

email: ask@winstonswish.org or text WW to 85258 (available 24/7)

GUIDE TO MENTAL HEALTH SERVICES



SERVICES FOR PEOPLE WITH LEARNING DISABILITIES

BRENT INTEGRATED COMMUNITY LEARNING DISABILITY TEAM

The service provides specialist health support to enable adults with learning disabilities aged 18+ to be healthy, independent and valued members of their community. The team works closely with Brent's Disabled Children and Young People's Service (0-25) to ensure that young people under the care of this team make a successful transition to services provided by the Brent Integrated Learning Disability Team. The team undertakes a number of health and social care assessments. They also offer support to carers of residents with learning disabilities.

The Team works with adults who have learning disabilities in various settings such as their home, care homes, hospitals and support with their transition to adult services.

The team includes community learning disability nurses, psychiatrists, psychologists, physiotherapists, speech and language and occupational therapists, social workers, care assessors, a bereavement therapist and therapist.

In normal times, the team sees people in their own home or at an activity centre they may be attending. Sometimes, if people are very unwell or troubled, people will be seen in hospital. Visit www.brent.gov.uk/services-forresidents/adult-social-care/learning-disabilities for more information and eligibility criteria.

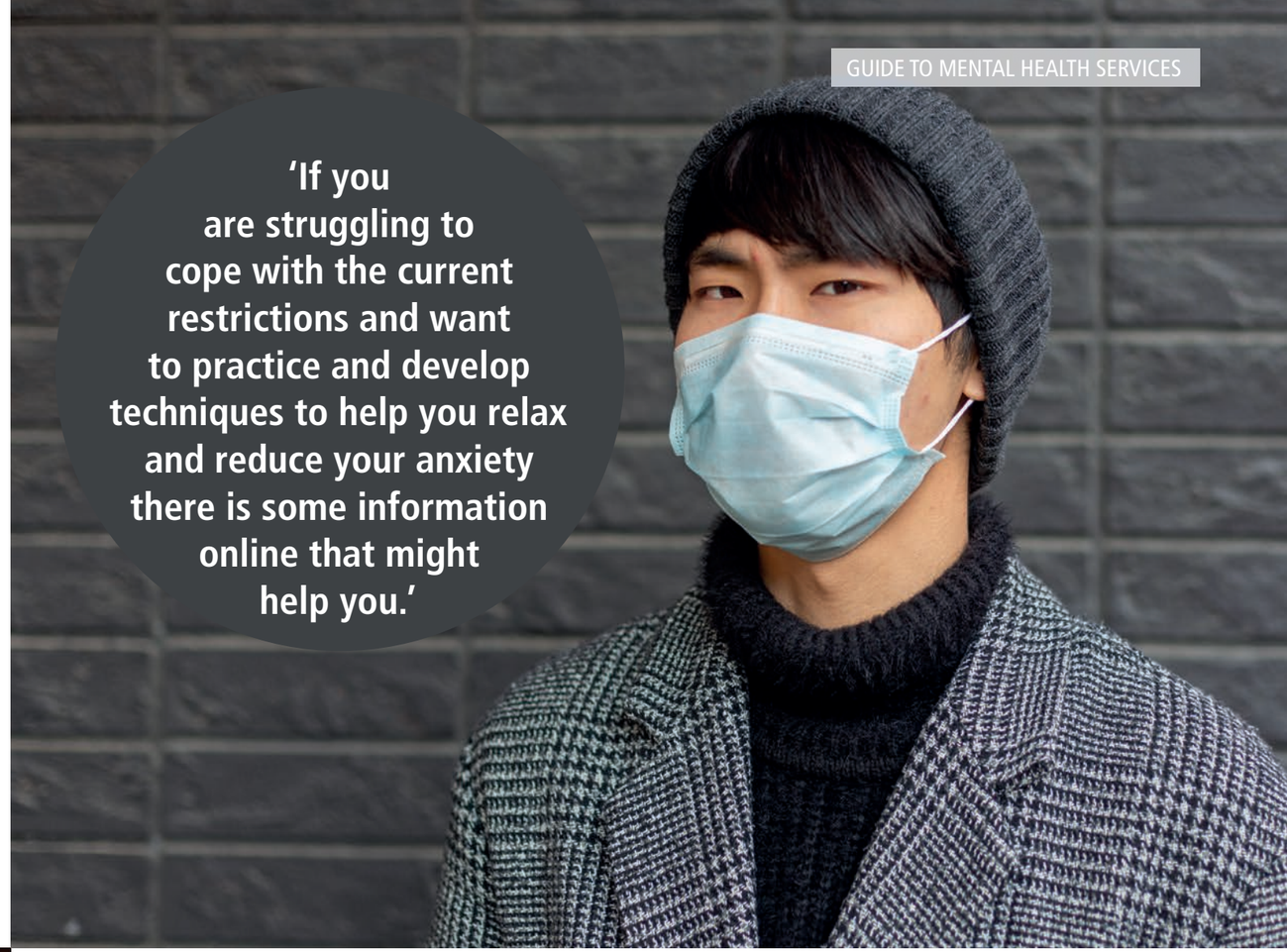
Opening times are Monday-Friday 9am-5pm.

Carers may self-refer, or request referral from their GP, Adult Social Care and Children Services.

Phone: 020 8238 0900 or

Email: Cnw-tr.kingswoodreferrals@nhs.net

GUIDE TO MENTAL HEALTH SERVICES



SERVICES FOR PEOPLE WHO ARE 18 YEARS AND OVER

SELF HELP

If you are struggling to cope with the current restrictions and want to practice and develop techniques to help you relax and reduce your anxiety there is some information online that might help you.

https://www.good-thinking.uk

Good Thinking is a digital wellbeing website. You can find out more information and some exercises to improve your anxiety, sleep problems, stress and low mood.

https://brentccg.nhs.uk/your-services/mental-health

The Public Health Section of the NHS Brent website has links to some self-help videos developed by Brent's Clinical Psychology Team.

Central and North West London NHS Foundation Trust has developed a booklet called the 'Stay Well At Home Isolation Pack'. This contains mindfulness exercises, puzzles and even mindfulness art. To access the pack, click this link https://www.cnwl.nhs.uk/news/staying-mentally-well-home-during-covid-19-pandemic and download the PDF document at the bottom of the web page.

SERVICES

CNWL TALKING THERAPIES SERVICE BRENT (IAPT)

Our service offers support with mental health and wellbeing, such as problems with anxiety,

‘If you or someone you know is suffering a mental health crisis where there are concerns around safety to themselves or another person, please call the Single Point of Access (SPA) 0800 0234 650.’

stress or low mood. We offer individual and group support in a variety of different ways. You can access this service if you are over the age of 18, and registered with a GP in Brent. You can self-refer online at: http://www.cnwltalkingtherapies.org, by phone on 020 8206 3924, by email at cnw-tr.brent.iapt@nhs.net or ask your GP to make a referral. Visit https://talkingtherapies.cnwl.nhs.uk/about-us/covid-19-support to see what more is on offer.

MENTAL HEALTH CRISIS

If you or someone you know is suffering a mental health crisis where there are concerns around safety to themselves or another person, please call the Single Point of Access (SPA) 0800 0234 650. If the situation is urgent, the SPA team can arrange for an urgent visit to be carried out.

If you are concerned about a person’s mental health or wellbeing when in public then please call the emergency services on 999 giving a clear description of the person, the behaviour leading to the concern and their location.

SOCIAL ISOLATION, LONELINESS, BEFRIENDING

The Social Isolation Prevention Service can be contacted through this link:

http://brentgateway.org

This service provides phone based support, welfare checks and signposting. They do not provide traditional befriending, but do have a focus on working with individuals to reduce social isolation.

PEER SUPPORT

This service, run by Hestia, offers peer supporters who provide emotional support and signposting/social prescribing to community services.

Refer yourself by email at gpnetworks@hestia.org or phone on 07792 177826 or 07990 021836.

Opening times and web link: Monday-Friday 9am-5pm. Visit their website at: https://www.facebook.com/BrentHestiaMH

THE MENTAL HEALTH MENTORING PROJECT – ASHFORD PLACE

The project aims to improve the wellbeing of people who live in Brent, who have experienced or are experiencing mental health difficulties, by working collaboratively with volunteer mentors/ befrienders to achieve meaningful goals and connect people with others and the community. Opening times are 9am-5pm.

You may refer yourself to this service by phoning 0208 208 8591 or email info@ashfordplace.org.uk visit the website at: https://www.ashfordplace.org.uk

ENGAGEMENT FOR PEOPLE WITH MENTAL HEALTH ISSUES

This service, run by Hestia, provides peer support groups and Mental Health wellbeing sessions, currently online meetings using Zoom.

Refer yourself by email at engagementbrent@hestia.org or phone 07796714586. Opening tines and web link: Monday-Friday 9am to 5pm. Visit their website at: https://www.facebook.com/BrentHestiaMH

RECOVERY CAFÉ

This service, run by Hestia, is a drop in for people who are in mental health crisis. It provides key work (signposting) and wellbeing sessions.

Refer yourself by dropping in at Tokyngton Community Centre at St Michaels Avenue or email recoverycafe.brent@hestia.org and phone 07766200910. Opening times and web link: Tuesday, Friday and Saturday 6-11pm visit the website at: https://www.facebook.com/BrentHestiaMH

The recovery café is currently closed because of the lockdown. We will reopen once released and the council allows use of the building again.

HOUSING SUPPORT SERVICE FOR PEOPLE WITH MENTAL HEALTH ISSUES

The service offered by Brent Mind supports people with mental health issues to gain skills to live independent and fulfilling lives in the community by providing support in a residential setting. To get a referral to this service contact Brent Council's Housing Needs department or the Community Mental Health Team.

They do not have a drop-in service for the public, but can be reached via telephone at head office reception: 020 7259 8100 or by email at admin@bwwmind.org.uk

Visit their website at: https://www.bwwmind.org.uk/how-we-can-help/brent-services-2

EMPLOYMENT SUPPORT FOR PEOPLE WITH MENTAL HEALTH ISSUES

This service offered by Hestia offers 1-to-1 tailored support into employment, training and volunteering. You may refer yourself to this service. Email Employmentsupport@hestia.org or phone 07964 207626. Opening times and web link: Monday-Friday 9am-5pm. Visit their website at: https://www.facebook.com/BrentHestiaMH

SUPPORT FOR CARERS

A Mental Health Carers Support Service is offered by Brent Carers Centre. They offer Carer advice and information, benefits advice, support groups and training for carers of people with Mental Health, Dementia, Parkinson's, Huntington & other neurological conditions. The service caters to all carers regardless of age. Opening times are Monday-Friday 9am-5pm.

Carers may self-refer, or request referral from their GP, Adult Social Care, Children's Services and other agencies. Phone 020 3802 7070 or email help@brentcarerscentre.org.uk.
Visit them online www.brentcarerscentre.org.uk

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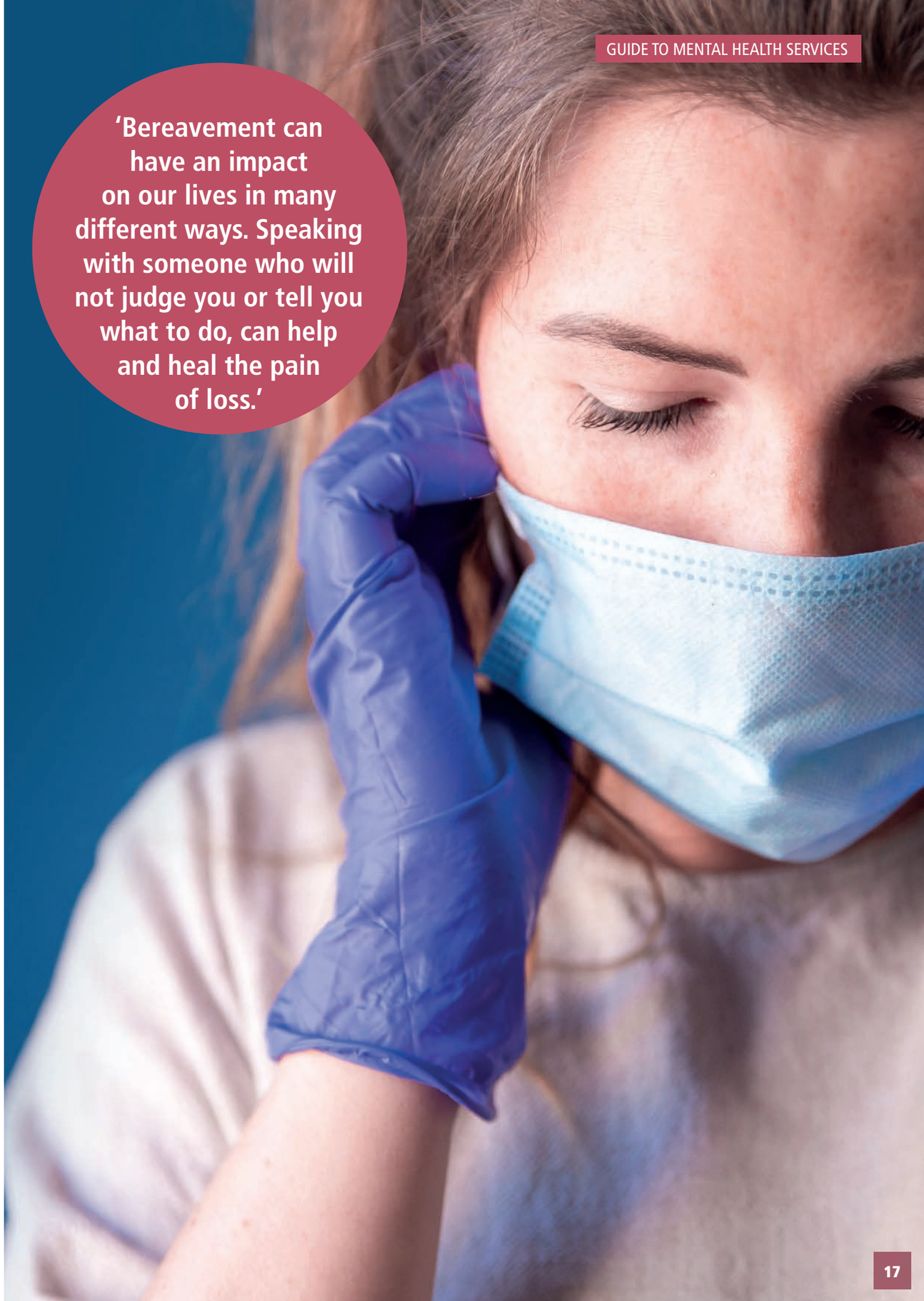

‘Bereavement during the COVID pandemic can be a particularly challenging time. We urge bereaved family and friends to adhere to social distancing and self-isolation despite this, in order to reduce the likelihood of spreading the infection to loved ones and others.’

COPING WITH BEREAVEMENT

BRENT BEREAVEMENT SERVICES

This service provides telephone counselling, and offers advice and information for anyone over 18 years, who is bereaved or looking after someone who is bereaved and/or facing loss during the pandemic.

We understand how difficult it can be for many who are unable to say goodbye to loved ones, and how bereavement can have an impact on our lives in many different ways. Speaking with someone who will not judge you or tell you what to do, can help and heal the pain of loss. Contact by phone on 020 8459 6818 or 07747 401448, or email: info@bbsonline.org.uk. Check their website at: www.bbsonline.org.uk

Further bereavement support services include:

- Call Cruse free helpline 0808 808 1677 (Monday-Friday 9.30am-5pm)
- Call The Bereavement Trust 0800 435 455 (vvery evening 6-10pm)
- If you have lost someone and want to create a website in tribute to your loved one, Much Loved offers a free online memorial in memory of a loved one at https://www.muchloved.com

Bereavement during the COVID pandemic can be a particularly challenging time. We urge bereaved family and friends to adhere to social distancing and self-isolation despite this, in order to reduce the likelihood of spreading the infection to loved ones and others.

SUPPORT FOR SUBSTANCE ALCOHOL MISUSE

WDP TREATMENT AND RECOVERY SERVICE

Drop into 97 Cobbold Road, Willesden, London, NW10 9SU

Or phone 020 8451 5610

SUPPORT TO STOP SMOKING

BRENT TOBACCO DEPENDENCY SERVICE

If you are in receipt of mental health support and wish to give up smoking, please ask your mental health provider to refer you to Brent Tobacco Dependency Service via email: stoptobacco@brent.gov.uk or phone: 0300 123 1044
https://stopsmokinglondon.com

Feeling lonely and need someone to talk to?

Call Age UK's Befriending Service on 0800 434 6105 for support: they would love to hear from you. Also visit www.ageuk.org.uk/information-advice/health-wellbeing

HERE ARE SOME FURTHER SERVICES THAT SPECIFICALLY CATER TO OLDER PEOPLE

GETTING HELP/SUPPORT WHEN IT'S NOT AN EMERGENCY

Experiencing a mental health crisis, are you worried about your mental health?

- Call Central and North West London NHS on 0800 0234 650 (open 24 hours, every day)
- Call the Samaritans on: 116 123

FEELING LONELY AND NEED SOMEONE TO TALK TO?

- Call Age UK's Befriending Service on 0800 434 6105 for support, they would love to hear from you. Also visit https://www.ageuk.org.uk/information-advice/health-wellbeing
- Independent Age arranges regular phone calls from a friendly volunteer, just call their helpline: 0800 319 6789
- The Silver Line offer free weekly calls to people age 60 and over: 0800 470 8090
- Reengage offers regular, warm and friendly chats aimed to people who are 75 or older, living alone or in sheltered housing. Freephone: 0800 716543

DO YOU HAVE A QUESTION OR CONCERN ABOUT DEMENTIA AND ALZHEIMER'S DISEASE?

Feel free to contact any of the services below:

- Alzheimer's Society offers a Dementia Connect support Line: 0333 150 3456
- Dementia UK provides a free Dementia Helpline: 0800 888 6678, or send an email to helpline@dementiauk.org
- Culture Dementia UK provides support for BAME communities: 0800 014 8682
- Community Action on Dementia www.cad-brent.org.uk

LINKS TO FURTHER HELP

Here are some links to further help you can access as needed:

- ***Covibook*, a book for children aged 7 and under in 25 languages: https://www.mindheart.co/descargables**
- **British Psychological Society – how to talk to your children: https://www.bps.org.uk/sites/www.bps.org.uk/files/Policy/Policy%20-%20Files/Talking%20to%20children%20about%20coronavirus.pdf**
- **Young minds – how to support your child: https://youngminds.org.uk/media/3702/how-to-support-your-child_corona.pdf**

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Your guide to mental health services you can contact for support

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Brent Centre for Young People
"Healthy minds, brighter futures"

Ashford Place

BRENT CARERS CENTRE
To improve the lives of the carers of Brent

Hestia

BRENT THRIVE

NHS Central and North West London NHS Foundation Trust

mind for better mental health
Brent, Wandsworth and Westminster