

PLYMOUTH MENTAL HEALTH NETWORK GROUP



RESOURCE DIRECTORY MENTAL HEALTH SERVICES IN PLYMOUTH



August 2009



Part of the Department
for Work and Pensions

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Foreword by John Richards



This directory is aimed at anyone who needs to find out about support and information in the areas of mental illness, mental health and mental wellbeing either because of personal experience, as a carer or as a provider of services.

It is expected that at least one in six adults of working age will suffer from mental ill health at any given time which equates to 30,000 people in Plymouth. The World Health Organisation estimates that one in four people will suffer from mental ill health at some point in their lifetime. So mental illness will, at one time or another, impact on many of our lives either directly or through family, friends and colleagues so it is important to be able to find the right help, support and guidance easily.

Whilst NHS Plymouth provides a wide range of services to support individuals through crises and recovery we and you also need the support of other organisations to enable us to meet our vision of commissioning the best services possible to meet the needs of the population of Plymouth which will:

- * Improve health and emotional wellbeing
- * Improve quality of life
- * Enable people to have the ability to make a positive contribution
- * Enable people to exercise choice and control
- * Enable freedom from stigma, discrimination and harassment
- * Provide accessible community and primary mental health care provision
- * Timely access to treatment and care

This directory brings many of those organisations together in one place so that anyone wanting to find services can do so easily. It contains a wide range of organisations that can provide support not only through illness but also to gain and maintain an active and fulfilling role in life; to maintain mental health and wellbeing; plus to access training and support to obtain and maintain work, a key element in many aspects of our mental health including financial stability, purpose, and social interaction.

Publication of this directory has been made possible by partnerships between statutory and non-statutory organisations and it is these partnerships that need to continue to ensure that the people of Plymouth receive the best services to meet their needs.

John Richards
Chief Executive, Plymouth NHS

Introduction

This Directory has been produced because the need has been identified by those providing services in Plymouth to people with mental illness. Previous directories which were considered very useful are now out of date.

The Directory can be used by people with mental illness to choose the service or services most appropriate to their needs. It can also be used by service providers as a source of useful information and to signpost clients appropriately.

The Plymouth Mental Health Network group has been meeting since April 2008 and this is one of the first pieces of work they identified. The Directory has been produced by a working party of that group comprising Sharon Claridge, Jane Guy, Joe Higman, Kevin Parish and Jacki Williams. All the entries have been provided by representatives of known agencies providing services in Plymouth.

We wish to thank everyone concerned for helping to produce this Directory and particularly to Job Centre Plus and the Plymouth 20/20 Partnership for sponsoring the design and printing.

We are printing 1,000 copies of this Directory which will be widely circulated in the city. There will also be a PDF version which can be sent electronically on request. We intend keeping the electronic version up to date.

Jane Guy
Editor
Plymouth CAB



Please note that this Directory was collated in July 2009 and at that time we believe the information was correct but each entry has been provided in good faith by those listed within. If you know of any information which is incorrect please contact Jane Guy on jane.cab@plymouthcab.org.uk

ALABARE CHRISTIAN CARE CENTRES

Contact Persons: Area Manager Chay Robertson
Support Co-ordinator Gary Brown

Work address: Unit 8, Creykes Court, 5 Craigie Drive, Millfields,
Plymouth, PL1 3JB

Telephone number: 01752 601745

E-mail address: c.robertson@alabare.co.uk
g.brown@alabare.co.uk

Services provided: We provide a wide range of support services for homeless and vulnerable people who are in danger of losing their tenancy and moving in to their first tenancy and require support to maintain it.

What we can help with:

- * Help to understand and access housing benefits and other benefits you may be entitled to
- * Negotiate with other agencies on your behalf
- * Help to work out a manageable budget
- * Help to obtain suitable accommodation
- * Negotiate with your landlord to resolve rent arrears or other issues
- * Signpost to other helpful agencies

Who can access: Single people only.

When is the service open? Core opening hours of 9.00 a.m. to 5.00 p.m. Monday to Friday but work outside of these hours is flexible between 8.00 a.m. and 8.00 p.m. By appointment only.

Are there any charges? No, the service is free.



ART FOR CHANGE

Name of Agency: Art for Change

Contact person: Marianne Sturtridge

Postal address: 68 Hermitage Road, Plymouth, PL3 4RY

Work address: Various venues throughout Plymouth

Telephone number: 01752 224439, 07905 810509 (Mobile)

E-mail address: msturtridge@blueyonder.co.uk

Service Provided: Art for Change seeks to promote positive mental health and wellbeing by offering a range of structured art and craft skills within small teaching groups. Teaching is by qualified persons with specialist knowledge in adult education, art disciplines, special educational needs and educational therapy. Individuals receive personalised attention with the emphasis on the needs and aspirations of the whole person.

By working on arts and crafts projects, individuals are encouraged to articulate and plan towards an improvement in their life-styles and to build on this. They are taught how to devise a plan through goal-setting to achieve and maintain recovery. Staff can signpost and provide representation for individuals as part of their progression journey. We are also planning to run accredited courses once approval is granted.

Art for Change provides professional support to constituted user-led groups such as Creative Wellbeing (see their website www.creativewellbeing.org.uk and the entry for Creative Wellbeing on page 8).

Who is the service for? People who wish to rebuild their lives after a period of illness.

Is it open access? Book in advance by telephoning 01752 224439.

Are there any charges? Some clients may be eligible for Direct Payments. Cost is £60 per day, £30 for half day. Basic materials included in cost.

ART FOR CHANGE - Creative Wellbeing

Contact person: Marianne Sturtridge and Ann Richards

Postal address: 68 Hermitage Road, Plymouth, PL3 4RY

Work address: Various venues throughout Plymouth

Telephone number: 07905 810 509 or 07828 188 491

E-mail address: art@creativewellbeing.org.uk

Website: www.creativewellbeing.org.uk

Service Provided: Creative Wellbeing is a constituted group of service users working in partnership with Art for Change. Group members participate in structured arts and crafts projects, taught by qualified teaching staff. Creative Wellbeing provides opportunities to learn new skills, supporting members to share their skills, and offers training for those who wish to become volunteers.

We aim to promote a positive approach to recovery through actively engaging in creative projects that demonstrate the qualities each person has and how they can use these to improve life chances.

Who can access? Creative Wellbeing is designed for people who want to actively participate in their recovery journey. Participants need to be able to work independently.

When is the service open? Please refer to website.

How to access: By above email or telephone.

Are there any charges? Individual or Direct Payments. There are a number of supported places when grants are available.

BRITISH TRUST FOR CONSERVATION VOLUNTEERS

Contact person: Fran Bryant

Work address: First Floor Offices, 6 Mannamead Road, Mutley,
Plymouth, PL4 7AA

Telephone number: 01752 301416

E-mail address: Plymouth@btcv.org.uk

Service provided: We run a Midweek Conservation Group which provides volunteering opportunities for people wishing to carry out practical conservation work in Plymouth's green spaces and the surrounding countryside. The group carry out a range of tasks from building footpaths and boardwalks, clearing vegetation, building ponds, planting trees, etc. The group go out on Mondays, Tuesdays, Wednesdays and Thursdays. Transport is provided (with pick up points from our office in Mutley and also from outside Ernest English House on Buckwell Street near Bretonside bus station. We also provide all training, tools and tea and coffee. You need to bring sturdy footwear and waterproofs (although we can lend these, if you let us know in advance) and a packed lunch.

Who can access? Anybody (aged over 16) can attend the conservation days - some people may need to bring a support worker along with them.

When is the service open? Tuesdays to Thursdays. You generally need to attend for a whole day 9.15 a.m. - 4.30 p.m.

Is it open access? You need to book in advance, by telephoning 01752 301416. New volunteers need to complete a registration form.

Are there any charges? No.

BROADREACH

Contact person: Clive Edmunds

Work address: 465 Tavistock Road, Plymouth, PL6 7HE

Telephone number: 01752 790000

E-mail address: clive@broadreach-house.org.uk

Service provided: Broadreach is a registered nursing home for people with drug/alcohol dependence. With 30 beds, clients can have a medically supervised detoxification, stabilisation or titration during a 2 to 6 week programme of treatment, which focuses primarily on establishing and strengthening motivation for change. Broadreach has single room accommodation for the majority of clients. There are now 20 single rooms, mostly ensuite, and 5 double occupancy rooms, all ensuite.

The therapeutic programme includes additional support offered in the following three areas: education, such as literacy, numeracy, budgeting and managing finances; health, such as BBV awareness and basic life support training; and communication, redeveloping the existing programmes of relapse prevention, management of anger, anxiety and stress, parenting skills.

Broadreach can also now accommodate couples seeking treatment, and there is access to the gym and internet cafe based at our Ocean Quay day service.

Who can access? Applications considered on an individual basis.

When is the service open? Residential only. Admission is subject to individual assessment.

Are there any charges? Yes, from £990 per week.



BROADREACH OCEAN QUAY

Contact person: Derek Buchanan, Project Manager

Work address: Ocean Quay, Richmond Walk, Plymouth, PL1 4LL

Telephone number: 01752 500003

E-mail address: derek@broadreach-house.org.uk

Service provided: 12 week programme of Open College Network accredited courses in e.g. personal development, basic IT, cookery, personal financial budgeting, counselling skills, art & design. Students are required to enroll on a minimum of 2 courses. Access to gym and subsidised lunch.

Who can access? Adult service 18+ only.

Are there any restrictions? No use of alcohol or illicit drugs prior to, or during attendance at project.

When is the service open? 9.00 a.m. - 4.30 p.m. Monday to Friday.

Is it open access or do appointments have to be made? Agency referrals only - may be made via Kerry on 01753 50003.

Are there any charges? No charges to those on means tested state benefits.

CITY COLLEGE PLYMOUTH

Contact person: Jeannette McKie and Irene Payne

Work address: Skills for Life, Martin's Gate, Bretonside, Plymouth,
PL4 0AT

Telephone number: 01752 305760

E-mail address: jmckie@cityplym.ac.uk and ipayne@cityplym.ac.uk

Service Provided: We provide discrete courses for people with mental health problems and provide an environment that is relaxed, informal and supportive. Many students have progressed from our programmes to other college courses and training, some to university or onto paid or voluntary work. All the groups are supported by a Learning Support Assistant and class sizes are generally between 8 - 12 people. There is one-to-one support for people on other college courses.

Vocational Access Course: (Thursdays 11-00 a.m. - 4-00 p.m. for 12 weeks). This is a refocusing programme for those who are considering returning to work (including voluntary), education and training.

Study Skills: (Wednesdays 11.00 a.m. - 4.00 p.m. for 6 weeks). This course is to help students who are considering returning to study. It will help with time management, note-taking, essay writing and exam techniques.

Certificate in Nutrition and Health: (Tuesdays 11.00 a.m. - 4.00 p.m. for 18 weeks). The relationship between mood and food is not always appreciated. Students are actively encouraged to look at their diet and lifestyle to find practical ways to improve their diet and subsequently their well-being (Level 2 qualification).

Looking to the Future: (Fridays 11.00 a.m. - 4.00 p.m. for 12 weeks). This programme helps to build confidence, improve self-esteem and take responsibility for ones own performance in order to enhance the quality of life.

Who can access? Anyone with mental health issues.

When is the service open? Term times.

Is it open access or do appointments have to be made? An informal interview.

Are there any charges? No.

CLOSEREACH

Contact person: Tony Hazzard

Work address: Longcause, Plympton, Plymouth, PL7 1JB

Telephone number: 01752 566244

E-mail address: tony@broadreach-house.org.uk

Service provided: Closereach, which has 17 beds for men with substance dependence, is a large comfortable house on the outskirts of Plymouth offering a range of treatment options.

Closereach operates along the lines of a therapeutic community, offering a person-centred approach and individual treatment plans within an evidence-based structured programme. Closereach offers a range of activities and skills for independent living, as well as aiming to meet the emotional, psychological and social needs of service-users. The focus is very much on reintegration into the community, and skills-based learning. There is also access to the gym and internet cafe based at our Ocean Quay day service.

Who can access? Clients need to be free of illicit drug and alcohol use.

When is the service open? It is residential. Admission is by individual assessment.

Are there any charges? Yes, £535 per week.



COMMUNITY HEALTH IN KEYHAM - All Day Mental Health Drop-in

Contact person: Lisa Flanagan

Work address: 44 Ryder Road, Keyham, PL2 1JA

Telephone number: 01752 606886

E-mail address: chikproject@hotmail.com

Service provided: This service aims to provide support through listening, talking and actively supporting service users. We offer support to service users with any worries, problems or anxieties they may have in coping with day to day living (*N.B. this is not a counselling service*).

A Mental Health Support worker is available from 9.30 a.m. - 3.00 p.m.

Support is on a one-to-one basis. If a further visit is required an appointment will be made for you.

We are also looking at setting up a generic mental health support group for people suffering from depression, panic attacks and anxiety.

Who can access? Open access to all those with mild to moderate mental health problems.

When is the service open? 9.30 a.m. - 3.00 p.m. on Mondays.

Are there any charges? No, this is a free service.

COMMUNITY HEALTH IN KEYHAM - Coffee Afternoon

Contact person: Lisa Flanagan

Work address: 44 Ryder Road, Keyham, PL2 1JA

Telephone number: 01752 606886

E-mail address: chikproject@hotmail.com

Service provided: If you have low self esteem and confidence and would like to meet new people but feel too anxious, then come along to our coffee afternoon when our door is always open.

The coffee afternoon gives people the opportunity to socialise, make new friends and maintain existing friendships, in a warm and welcoming setting.

We are also running for a short time complimentary therapy sessions at the coffee afternoon. Please phone for more information as spaces are limited. Therapies will include Relaxation, Oils; Massage (shoulder, face, hand etc.) Indian Head Massage, Colour Therapy etc.

We have a small kitchen where you can make tea or coffee. New people are welcome.

When is the service open? Every Wednesday afternoon between 1.00 p.m. and 3.00 p.m.

Who can access? The group is open to anyone who has mild to moderate mental health problems.

Are there any charges? No, this is a free service.

COMMUNITY HEALTH IN KEYHAM - Information & Signposting Service

Contact person: Lisa Flanagan

Work address: 44 Ryder Road, Keyham, PL2 1JA

Telephone number: 01752 606886

E-mail address: chikproject@hotmail.com

Service provided: This service aims to inform service users about other services/organisations in their community and across Plymouth. To enable people to access information about a wide range of topics including education, employment, leisure, etc., and to signpost onto other voluntary organisations across Plymouth where appropriate.

We also provide support to service users to enable them to access these services. At Community Health in Keyham we can provide the use of a computer, internet and telephone access, etc.

Who can access? This is an open access service. Just call in.

When is the service open? Every Friday 9.30 a.m. - 12.00 p.m.

Are there any charges? No, this is a free service.

CREATIVE EXPRESSION (DEVON)

Contact person: Graeme Scott

Work address: The Basement Studio Devon, 41 Molesworth Road,
Stoke, Plymouth, PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: graeme@creativeexpression.org.uk

Services Provided: We are Arts Psychotherapists working with eclectic media, offering you the opportunity to explore how emotions, often rooted in non-verbal depths, affect you in non-cognitive, unconscious ways. Using talking images to resolve your difficulties is profoundly effective. It uses all parts of our senses and being to overcome obstacles and create tangible emotional change. We can work independently of verbal ability and there is no need to analyse all aspects of your life.

Creative Expression works with a great variety of organisations and clients. Our approach offers a way into self awareness and change for even the most challenged, restricted and disaffected of clients. We are registered with the HPC and are fully insured and qualified for all services we deliver. We can liaise with other health and medical professionals and produce health and medical reports recognised by the health authorities. Arts Psychotherapy is listed as effective provision in the Government's NICE Guidelines.

If you would like further research on the effectiveness of art therapy, please contact us or visit the British Association of Arts Therapists (www.baat.org).

Who can access? Anyone can access the service following an initial FREE assessment meeting where possible therapy options are discussed. After which the client can reflect and decide if they wish to proceed.

When is the service open? Groups are usually run during evenings from 6.30 p.m. until 8.00 p.m.

Is it open access? Visits are strictly by appointment.

Are there any charges? Yes, Weekly Group: £17.50, Individual arts psychotherapy: £40 - £55, Supervision: from £25, Business Coaching: from £140. Please discuss concession fees and reduction opportunities with us.

CREATIVE EXPRESSION - Arts psychotherapy for (ex) Servicemen

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth PL1 5PB

Telephone number: 01752 500912.

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service provided: Arts Psychotherapy for (Ex-) Servicemen Suffering from Mental Illness and Emotional Distress. Led by HPC, BACP reg. Arts Psychotherapists.

Group and One-to-one support for military personal returning from active service. There are many service personnel experiencing problems when they return to their civilian life after serving in the armed forces. Problems occur for many reasons and in different forms: Mood changes e.g. anger, depression, anxiety, Alcohol and drug misuse, Post Traumatic Stress Disorder, Social interaction difficulties including violence and feeling part of groups, Isolation and obsessions, Self harm, Physical illness including feeling sick, migraines sleeplessness or tiredness.

Exploring for yourself or sharing with others to understand how to cope can help to manage your life better and achieve what you want. The sessions aim to find solutions, develop coping strategies and to work towards personal goals.

Art therapy sessions are an effective way to become more aware of triggers, reasons and ways to improve your health and happiness without having to analyse and talk about your experiences and symptoms!

Who can access? Self-referral, organisations, agencies. No restrictions, but free assessment appointments pre start.

When is the service open? Closed Groups run for 1.5 hours.

Is it open access? By appointment only. The group is closed for 6 months and then takes newcomers in.

Are there any charges? Yes, £28.00 per session including materials, concessions available.

CREATIVE EXPRESSION - Arts psychotherapy for young adults in emotional turmoil

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth, PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service provided: Arts Psychotherapy for young adults in emotional turmoil led by HPC, BACP reg. Arts Psychotherapists.

Exploring anxiety, depression and unhappiness in a relaxed atmosphere with art media, including clay, paint, photo, film. Exploring for yourself and sharing with others to understand how others cope. Finding solutions together, developing coping strategies and working towards personal goals. Art therapy sessions are an effective way to become more aware of triggers, reasons and ways to improve your health and happiness without analysing and verbalising what you experience and the symptoms! Outcomes:

- * Understanding who we are and how we got there and the freedom to choose future directions.
- * Managing traumatic and destructive memories and triggers confidently and proactively.
- * Utilising our whole self to create the life we want to lead.

Who can access? Self-referral, organisations agencies. No restrictions, but free assessment appointments pre start.

When is the service open? Closed Groups run for 1.5 hours, Monday, 6.30 p.m. - 8.00 p.m.

Is it open access? Only on appointment. The group is closed for 6 months and then takes newcomers in.

Are there any charges? £20.00 per session including materials, concessions available.

CREATIVE EXPRESSION - Arts psychotherapy: Invalid or Valid?

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service provided: Rebuilding life after serious illness. Led by HPC, BACP reg. Arts Psychotherapists.

Dealing with furious changes within and around us is challenging at the best of times. Recreating ones life and balancing outside expectations and emotions within can take us to the brink of exhaustion. This group addresses issues of all aspects of your life, supporting you to see opportunities and find strength to move on.

Art therapy sessions are an effective way to become more aware of triggers, reasons and ways to improve your health and happiness without analysing and verbalising what you experience and the symptoms! Traditional (paints, acrylic, clay, textiles etc.), Digital Media, Text based Art, Film making. Outcomes:

Building a new identity, coping with spoilt identity, coping with the transition, finding new direction and the motivation to make it happen. Work on old relationships with new circumstances. Coping with the change while building a new life!

Who can access? Self-referral, organisations, agencies. No restrictions, but free assessment appointments pre start.

When is the service open? Closed Groups run for 1.5 hours, Wednesdays, 6.30 p.m. - 8.00 p.m.

Is it open access? Only by appointment. The group is closed for 6 months and then takes newcomers in.

Are there any charges? £20.00 per session including materials. Concessions may be available.

CREATIVE EXPRESSION - Clinical Supervision for Medical and Care Professionals

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth, PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service provided: Led by Imke Wood. HPC, BACP Arts Psychotherapists, MSc Ed. Science, BA Drama. Dip. ILM Leadership and Management, BAAT Supervisor, NLP, CBT.

The group covers all aspects of your work, work life balance and personal career, helping to plan, react and process easily, communicate better and enjoy your expertise individually and as a team member. Do you enjoy your work, but;

- * Feel overwhelmed with the demands put on you
- * Feel often stuck between a rock and a hard place
- * Feel exhausted and empty
- * Want to be more resilient
- * Feel on top of your work
- * Want to deal better with frustrating, demanding and challenging behaviour both from patients, colleagues and managers
- * Want to rekindle your personal approach, strength and work satisfaction
- * Want to make yourself an outstanding team member facing (the current) crisis with confidence

Who can access? Self-referral, organisations agencies. No restrictions, but free assessment appointments pre start.

When is the service open? Closed Groups run for 2 hours, fortnightly.

Is it open access? By appointment only.

Are there any charges? £28.00 per session including materials, concessions available.

CREATIVE EXPRESSION - Creative Psychotherapeutic Support

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth, PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service provided: Bespoke interventions for young people, families and carers.

- * Mental health and therapeutic assessment, consultation and implementation for organisations
- * Advocacy and consultation, advice and guidance for individuals and organisations on mental health and therapy issues
- * Conference and event facilitation (open space and interactive approach)

Registered Health Professionals, HPC, BACP Reg. Arts Psychotherapy.

Topics covered: Socially compatible pleasure / leisure / enjoyment, Citizenship, Preparation for Work, Teamwork, Responsibility, Drugs / Alcohol, Victim awareness / empathy, Offending behaviour, Health / Sexuality Emotion, Management Bullying, Dangerous driving, positive peer education, Cultural awareness / Racism, self-esteem, Body awareness. Many of these can be designed to lead on to educational skills and knowledge.

We have been working therapeutically with service users from the Youth Offending Team, Probation and Prison Services, County Council Agencies, Learning and Skills Council, third sector organisations and private providers. Our work includes service users and professionals working with this client group.

Who can access? This is for organisations and statutory agencies only.

When is the service open? By appointment.

Are there any charges? Yes, match-funding can be sought.

CREATIVE EXPRESSION - Creative workshops

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth, PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service provided: Creative workshops for service users, their families and carers with more than 15 art and environment activity forms. Workshops, sessions and events using arts in health, and activity for health providers working alongside qualified creative therapists with groups on different topics.

- * Music / digital recording
- * Dance / Movement
- * Visual Arts
- * Photography / Film
- * Digital Media Writing / poetry
- * Career planning and personal development
- * Crafts / pottery / felt / willow / wood
- * Outdoor activities / Adventure
- * Circus skills
- * Comedy / Drama
- * Dyslexia / visual thinking support

Who can access? Open to all. Referrals through private and statutory agencies and also self-referral. A free 'needs assessment' prior to joining a group is necessary to place participants in the right activity.

When is the service open? By appointment only. Please ring the office Monday to Friday 9.00 a.m. - 5.00 p.m.

Are there any charges? Yes, Varying charges apply depending on activity. From £25.00 for 0.5 day.

CREATIVE EXPRESSION - Individual arts, psychotherapy and family sessions

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth, PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service provided: Led by HPC, BACP reg. Arts Psychotherapists.

Arts psychotherapy uses art materials to explore and work through personality aspects and traumas without having to explain or analyse oneself. This allows clients to express themselves safely and to keep control over what they share. It is an effective method of taking up personal conflicts on a deeper level and deal with them consciously. By using the arts materials to identify and express traumatising, personality-threatening experiences, symptoms and unwanted behaviour are positively manipulated and possibly resolved in order to achieve a more balanced and socially capable person. Personal goals are sought, practised and strengthened.

Therapy is successful when the client gains a realistic sense of acceptance and control over his or her disrupting emotions and behaviour and an enjoyable and effective way to communicate. No prior knowledge about art making is necessary.

Creative Psychotherapy is a postgraduate qualification registered with the Health Profession Council in the UK (www.hpc-uk.org).

Who can access? Anyone either by self-referral or through referrals from other organisations.

When is the service open? Only on appointment.

Are there any charges? Yes, between £38.00 and £50.00 per session which includes materials. Concessions are sometimes available.

CREATIVE EXPRESSION - Supervision with arts psychotherapy

Contact person: Graeme Scott

Work address: 41 Molesworth Road, Stoke, Plymouth, PL1 5PB

Telephone number: 01752 500912

Mobile number: 07891 828466

E-mail address: Graeme@creativeexpression.org.uk

Service Provided: For freelance tutors and creative practitioners in arts and health settings. Led by Imke Wood, HPC, BACP Arts Psychotherapists, MSc Ed. Science, BA Drama. Dip. ILM Leadership and Management, BAAT Supervisor, NLP, CBT.

The growing creative industry and awareness of the benefits of our work, offers opportunities and challenges to us as provider group and as individuals, to find the right balance between art and teaching, work and life, personal and career development. This group offers you to express and resolve issues, to communicate confidently and to strengthen your resilience against the stresses your situation poses. The group will deal with both emotional and business topics.

You have your profession at your core and work as artist and activity provider for a range of organisations. You deal with a great variety of settings, participant groups and individual needs. Customers demand professionalism, personal integrity and excellent skills to deal with big groups AS WELL as severely challenging individuals.

Furthermore: In house supervision for whole teams, part of teams and managing teams.

Who can access? Self-referral, organisations, agencies. No restrictions, but free assessment appointments pre start.

When is the service open? Closed Groups run for 2 hours, fortnightly.

Is it open access? By appointment only.

Are there any charges? £28.00 per session including materials, concessions available.

CROSSROADS - Art Classes

Contact person: Len Russell, Service Co-ordinator
Kate Konrad, Administrator
John Howe, Art Tutor
Sian Howe, Support Worker

Work address: Morice Baptist Church, Ham Drive, Plymouth, PL2 2NJ

Telephone number: 01752 367880

Mobile number: 07731 393217

E-mail address: crossroadsfafc@supanet.com

Service provided: Life Skills - Art Classes.

Members of the Crossroads Service are able to access art classes. These are held on Thursday's. Beginner's classes are from 11.00 a.m. until 12.30 p.m. and the advanced class is from 1.30 p.m. to 3.30 p.m. The art classes are open to those with mental health issues who often have very little confidence and feel they lack skills and aptitude. John the art tutor was a commercial artist and then qualified as a teacher. He is able to inspire and teach students all the tricks of the trade. Students start to produce framed pieces of work within weeks. Students display their art at Sanity Fayre, The Skilled Hands Exhibition and Crossroads has an annual art exhibition where members of the public buy paintings produced by the students.

When is the service open? Beginners Thursdays 11.00 a.m. - 12.30 p.m.
Advanced Thursdays 1.30 p.m. - 3.30 p.m.

Pre-booking: Members of Crossroads can book a place on the art course with John Howe the Art Tutor. He is available to speak to members on Thursdays as above or Tuesdays between 12 noon and 3.30 p.m. There is usually a waiting list for this very popular activity.

Are there any charges? 30p for each hot drink if required. A couple of pounds to be able to take home your framed art work.

CROSSROADS - Cookery Classes

Contact person: Len Russell, Service Co-ordinator
Kate Konrad, Administrator
Anne Rescorl, Life Skills Tutor

Work address: Morice Baptist Church, Ham Drive, Plymouth, PL2 2NJ

Telephone number: 01752 367880

Mobile number: 07731 393217

E-mail address: crossroadsfafc@supanet.com

Service provided: Members of the Crossroads Service are able to access cookery classes. Classes are held on Thursday's between 11.00 a.m. and 1.00 p.m. There are just four places available on each course so that a high degree of support can be provided. Each course lasts six weeks and members can currently attend a maximum of 2 courses. Those attending the course must commit to attending all the sessions.

Courses are tailor made to the needs of participants to enable health issues such as diabetes and medical conditions to be addressed. Current courses on offer include Basic Cookery and Healthy Snacks. Nutritional information is covered in both courses which are led by a qualified teacher. New for 2009 is our outreach service which takes the information learned on the course and helps members to implement the learning in their own homes. For a detailed programme outlining dates and recipes to be covered contact the administrator.

Who can access? Places on the course are awarded to Crossroads Members by Anne Rescorl the Life Skills Tutor.

When is the service open? Thursdays 11.00 a.m. to 1.00 p.m.

Are there any charges? 30p for each hot drink as required.

Materials for the cookery class are provided free of charge. Participants leave the course with a folder of recipes and nutritional information.

CROSSROADS - Fun and Friendship Centre

Contact person: Len Russell, Service Co-ordinator
Kate Konrad, Administrator

Work address: Morice Baptist Church, Ham Drive, Plymouth, PL2 2NJ

Telephone number: 01752 367880

Mobile number: 07731 393217

E-mail address: crossroadsfafc@supanet.com

Service provided: Open access service to all who live in the Plymouth area with a mild to moderate mental health issue. Members can be referred by other agencies or self refer. Crossroads provides a variety of social, educational, leisure and recreational opportunities including craft activities, pool, skittles, bowls, table tennis, Boccia, puzzles and games. Each Tuesday there is a healthy lunch served. This should be pre-booked and costs £2.50. There are minibus trips on the second Monday of each month to various local attractions and an annual coach trip. There is a beautiful garden which members can relax in.

Who can access? Open access to all those with a mild to moderate mental health issue. There may be restrictions on particular days due to capacity; ring for more information.

When is the service open? Mon, Tues and Fri 12 noon until 3.30 p.m.
Wed 1.30 p.m. - 3.30 p.m.

Are there any charges? 30p for each hot drink. £2.50 for lunch. Voluntary donation of £1 to the kitchen fund if going on a minibus trip.

CROSSROADS - Life Skills

Contact person: Len Russell, Service Co-ordinator
Kate Konrad, Administrator
Anne Rescorl, Life Skills Tutor

Work address: Morice Baptist Church, Ham Drive, Plymouth, PL2 2NJ

Telephone number: 01752 367880

Mobile number: 07731 393217

E-mail address: crossroadsfafc@supanet.com

Service provided: Literacy and Numeracy.

Members of Crossroads Fun and Friendship Centre are able to access literacy and numeracy classes. Teaching is provided on both a one to one basis and group basis. This service is highly flexible and designed to support the student's individual needs. The classes give the student the confidence to move on to literacy and numeracy classes provided by mainstream services if they want to in the future. The service is delivered by Anne Rescorl a qualified teacher with several years experience.

When is the service open? 45 minute classes available on Tuesdays and Thursdays to suit the needs of the member.

Who can access? Members of Crossroads can discuss their individual needs with Anne Rescorl the Life Skills Tutor.

Are there any charges? 30p for each hot drink if required.

CROSSROADS - Moving Moments

Contact person: Len Russell, Service Co-ordinator
Kate Konrad, Administrator

Work address: Morice Baptist Church, Ham Drive, Plymouth, PL2 2NJ

Telephone number: 01752 367880

Mobile number: 07731 393217

E-mail address: crossroadsfafc@supanet.com

Service provided: Quarterly health promotion events. This is part of the activities in the Let's Get Physical Pilot Project that won the South West Regional Health and Social Care Award for Improving Health and Reducing Inequalities in 2008. In the past this has included a Boccia Bowl, a visit to four exotic ports on Lenny's Laughter Liner, and an event entitled Scenic Stations - training for better health and keeping your well-being on track. Each event is different and provides an opportunity to get moving in a fun and friendly way. In addition there are four walks a year in the local area including some on Dartmoor with a specialist Guide.

Who can access? Access is open to all those with a mild to moderate mental health issue. Also open to our partners; St. Budeaux Mental Health group and Ernesettle Health and Wellbeing Group.

When is the service open? * 23rd October, 2009
 * 15th January, 2010

Future dates available by contacting the administrator.

There will be four walks in the local area between June and October, 2009.

Access is open to all and there are no charges.

DEVON & CORNWALL REFUGEE SUPPORT COUNCIL

Contact person: Trish Baxter, Pat Joyce or John Shinner

Work address: The Masiandae Centre, 7 Whimble Street, Plymouth,
PL1 2DH

Telephone number: 01752 265952

E-mail address: dcrsc@btopenworld.com

Service provided: Advice and Advocacy for Asylum Seekers and Refugees.

Advisors can offer guidance on a range of issues involved in health, education, immigration matters, housing, finance and leisure activities which includes signposting and referring service users to the relevant local agencies.

Also we offer emergency support for asylum seekers facing short or long term difficulties via our food programme. There is a clothing store open during drop-in sessions, which provides second-hand clothing and household goods for our service users. Finally, women's and men's activity groups have been developed - details available on request.

Who can access? Refugees and Asylum Seekers only.

When is the service open? Our drop-in service is open on Mondays and Wednesdays from 10.00 a.m. - 2.00 p.m.

Is it open access? There are no appointments on Drop-in days. Those needing advice of our trained project workers will be seen on a first come first served basis. Appointments will be made for those seeking to complete applications in respect on Nationality and Travel documents on Tuesdays and Thursdays but this is at the discretion of the support workers.

Are there any charges? No.



DIGGIN IT (Part of Routeways Centre Ltd.)

Contact person: Jeany Robinson

Work address: Diggin It, 45 Penlee Way, Stoke, Plymouth, PL3 4DD

Telephone number: 01752 558209 / 300250

E-mail address: jrobinson@routeways.org.uk

Service provided: 'Diggin It' is an organic community garden, which provides an environment that will benefit a range of vulnerable or socially disadvantaged people, helping them to become better integrated within the community and bringing communities together.

Those involved gain skills, knowledge, confidence and self esteem, through learning about growing their own food, composting, wildlife, recycling, cooking and sharing monthly meals together.

We have seen fantastic changes in people's mental and physical health since the project started in November 2006, when we took over an overgrown piece of previously unused allotment land in Stoke, Plymouth.

Who can access? The project is open to all. The only restrictions would be to people that have offended against children or vulnerable people. We work with a range of people, such as those with learning disabilities, mental health issues, long term unemployed, and many more, plus schools, colleges and the University. Volunteers from the community support the project.

When is the service open? Monday to Friday 10.00 a.m. - 4.00 p.m. (for volunteers, referrals and shop)

Is it open access? Make an appointment by ringing 01752 300250.

Are there any charges? If funding is available from the referring agency, we request a fee (sliding scale). However, where there is no funding available we will never turn someone away.

ECOTHERAPY PROJECT

Contact person: Stefan Batorijis

Work address: 3 Barnsey Gardens, Ashburton, Devon, TQ13 7GA

Telephone number: 07546 594428

E-mail address: Stefan@unlimitedliving.co.uk

Service provided: This is a nature based therapeutic recovery service for people with a wide range of issues. Work is with individuals and groups. One day a week programme for small groups with either moderate, or severe and enduring mental health problems. Also stress relief and return to work programme. There is a practical, therapeutic, and spiritual aspect to the service. By developing a close relationship with nature we can learn how to release pain, find strengths and basic truths about ourselves and our world. We also gain confidence through sharing our experiences with others and developing mutual respect. The programme runs for a year, and incorporates a wide range of nature based activities. Please see website www.unlimitedliving.co.uk for further details.

Who can access? Participants must be over 18. Some of the work involves short walks on Dartmoor and the coast. Please contact to discuss accessibility.

When is the service open? All year round Monday - Wednesday.

Is it open access? Access is through referral, or self referral to the programme.

Are there any charges? Not for the programme.

ERNESETTLE SURVIVORS

Contact person: Ann Richards

Work address: The Ernesettle Primary Care Service Medical Centre,
Ernesettle Green, Ernesettle, Plymouth

Telephone number: 01752 368359

E-mail address: richards.51@hotmail.co.uk

Service provided: We meet regularly and support each other. We sometimes arrange outings and activities such as pottery and jewellery making. At other times we just meet and chat.

Who can access? Our group is open to anyone from Plymouth who has a mental illness. No appointments are necessary.

When is the service open? 10.00 a.m. - 1.00 p.m. on a Thursday in the surgery.

Are there any charges? Yes, £1 per week towards the refreshments.

GROUNDWORK SOUTHWEST

Contact person: Rupert Goddard

Work address: First Floor, Lyster Court, The Millfields, Plymouth

Telephone number: 01752 217721

E-mail address: rupert.goddard@groundwork.org.uk

Service provided: Horticultural Healing - The project supports and cares for people recovering from mental health illness and acquired brain injuries using horticulture as a therapy medium. Mainly based in Royal William Yard in Plymouth, the project is suitable for clients with an interest in gardening. The project offers the opportunity to get involved in an outdoor project, in a sociable setting. Activities include general maintenance, seed sowing and propagation, food growing and pruning. Full support is given and there is the opportunity to progress onto accredited training.

Who is the service for? Clients with mental health issues and / or acquired brain injury.

When is the service open? Wednesday to Friday. By appointment only.

Charges: Clients eligible for Direct Payments. £50 for day session, £30 for part session.



HAMOAZE HOUSE

Contact person: Jacque Richards

Work address: Hamoaze House, Mount Wise, Plymouth, PL1 4JQ

Telephone number: 01752 566100

E-mail address: office@hamoazehouse.org.uk

Services provided: A structured day service offering support to adults, young people, children, families and individuals whose lives are affected by both alcohol and drugs.

Hamoaze House provides a "whole family approach" to support and rehabilitation providing opportunities to move away from dependant behaviours and lifestyles. We enable understanding of the destructive patterns and behaviours and help to find alternative, appropriate methods of coping and breaking transgenerational cycles of issues.

Offering:-

- * Youth day programme for children and young people at risk of exclusion / reduced timetable and or excludées.
- * Adult day support, including group support, activities, accredited courses, activities, gym.
- * Care planned support tailored to the need of the individual.
- * Family support.
- * Affected Others Group.
- * Individual support.
- * Family Programmes, i.e. strengthening Families.

Also Hamoaze House provides an alternative to a people referral unit (Mount Tamar Outreach). This provision is for year 9, year 10 and year 11 pupils. The referral pathway for this service is through Mount Tamar School.

When is the service open? Hamoaze is open six days per week, Monday through to Saturday 9.15 a.m. - 4.30 p.m. daily and on Tuesday evenings 6 p.m. till 9 p.m. for the Affected Others group.

HARBOUR DRUG & ALCOHOL SERVICES

Name of Agency: Harbour Drug & Alcohol Services

Work address: 9/10 Ermington Terrace, Mutley Plain, Plymouth,
PL4 6QG

Telephone number: 01752 434343 - adult service
01752 434295 - young people service

Website Address: www.harbour.org.uk

Services provided:

- * Treatment Services (T2/T3) for people experiencing difficulties as a result of substance misuse
- * Advice and Information for all
- * Needle exchange and safer injecting
- * Specialist interventions for young people (under 18 years)

Who can access? Anyone.

When is the service open? Monday to Friday 9.00 a.m. - 5.00 p.m.

There is open access and appointments can also be made.

Are there any charges? No, the service is free of charge.

LONGREACH

Contact person: Wendy Van der Niet

Work address: 7 Hartley Rd, Plymouth, PL3 5LW

Telephone number: 01752 566246

E-mail address: wendy@broadreach-house.org.uk

Services provided: Longreach is a care home for women with substance dependence providing a range of services for women with very complex needs. It offers longer-term rehabilitation packages for up to 6 months. Longreach is a large, comfortable house in Plymouth where clients will have group therapy and one to one counselling along with a range of activities and workshops. It is a safe and friendly place where they can build confidence and motivation and deal with their own particular problems. The atmosphere is friendly and warm and residents are urged to support and respect each other. They can expect to leave Longreach with practical skills and strategies which will support them in reaching their treatment goals.

Also offered: EMDR (Eye Movement De-sensitisation and Reprocessing), for those who need to address trauma, abuse issues, anxiety, etc. SALT (Sexual Abuse Listening Therapy). Parenting groups as part of the programme.

Who can access? Must be free of illicit drugs and alcohol.

When is the service open? Residential. Admission is following individual assessment.

Are there any charges? Yes, £625 per week.



NHS PLYMOUTH - Mental Health Team Asylum Seeker and Refugee

Contact persons: N/A

Work address: The Veranda, Mount Gould Hospital, Plymouth,
Devon, PL4 7QD

Telephone number: 01752 434753

E-mail address: N/A

Service provided: Assessment and intervention for asylum seekers and refugees presenting with mental health difficulties.

Who can access? Adults over the age of 18 who are seeking asylum or have recently received refugee status.

Are there any restrictions? Referral into the service is required through a visit to a GP who will refer if required for intervention from secondary mental health services.

When is the service open? Monday to Friday between 9.00 a.m. - 5.00 p.m. by appointment only.

Are there any charges? NHS charges apply.

CHILD & ADOLESCENT MENTAL HEALTH SERVICES (CAMHS)

Contact person: N/A

Work address: N/A

Telephone number: 01752 272320

E-mail address: N/A

Service provided: The Child and Adolescent Mental Health Service provides help for children and young people and their families when the child or young person has a difficulty with their mental health. If people would like to use the service they are advised to speak to a professional who knows them or their family doctor and with whom they can talk about a referral.

Who can access? Children and young people aged under 18 who need specialist help to sort out their difficulties. Referrals are accepted from any professional who work with children and young people.

When is the service open? Monday to Friday 9.00 a.m. - 5.00 p.m.

Are there any charges? No.

NHS PLYMOUTH - Community Public Health Team

Contact person: Sue Thomas

Work address: Jan Cutting Healthy Living Centre, Beacon Park Road,
Plymouth, PL2 2PQ

Telephone number: 01752 434098

E-mail address: Suzanne.thomas@plymouth.nhs.uk

Service provided: The Community Public Health team work alongside statutory, community and voluntary organisations, as well as individuals, to improve health. We are based in neighbourhoods with the poorest health, but also work with vulnerable groups in the city to support and promote healthy lifestyles. Within our team there are individuals who focus on physical activity and cancer screening advice and support.

Who can access? Priority is given to communities with the greatest need, but we are always happy to offer advice to individuals and groups who request guidance with health promoting activities.

When is the service open? Weekdays 9.00 a.m. - 5.00 p.m. Week ends and evenings can also be arranged where appropriate, for community events.

Please ring to arrange an appointment.

Are there any charges? No.

NHS PLYMOUTH - Stop Smoking Service

Contact person: N/A

Work address: Plymouth NHS Stop Smoking Service, Nuffield Clinic,
Lipson Road, Plymouth, PL4 8NQ

Telephone number: 01752 314040

E-mail address: plymouthnhsstopsmokingservice@nhs.net

Service provided: We provide a dedicated service to support people who want to quit smoking. Our service is clinically recognised as the most effective way to stop smoking. You are 4 times more likely to succeed with our support. We arrange all smoking cessation medications and all are available on prescription.

Who can access? Open to all smokers motivated to stop. Drop in or by appointment.

When is the service open? Typically 9.00 a.m. - 5.00 p.m. weekdays but we also do evening and weekend clinics.

Are there any charges? No.

NHS PLYMOUTH VOCATIONAL SERVICES - It's a Goal!

Contact person: Rob Jackson

Work address: Steps, Cumberland Centre, Damerel Close, Devonport, Plymouth, PL1 4JZ

Telephone number: 01752 556898

Mobile number: 07925 177080

E-mail address: Robert.Jackson@plymouth.nhs.uk

Service provided: It's a Goal is a project with a difference. The difference is that it is held at Plymouth Argyle Football Club and aims to tackle the rising incidence of mental health issues amongst young men. Men have often found it hard to talk about their problems and tend to shy away from traditional services.

The project aims to use the worlds most popular sport to encourage and help young men deal with their problems in a different way. Football can mirror life and the programme is designed to use football terms and analogies to help the participants examine and address their own problems. You don't have to like or understand football to benefit from this programme. Give us a ring to find out if it could help you.

Who can access? Men above the age of 18.

When is the service open? Thursday either a.m. or p.m.

To find out more about the course and arrange a chat about the next season ring Rob on 07925 177080.

Are there any charges? No, the service is free.

OASIS PROJECT

Contact Person: Maria Mills

Work address: The Crown Centre, 28 Manor Street, Stonehouse,
Plymouth, PL1 1TW

E-mail address: 01752 254981

Telephone number: oasiscafe@btinternet.com

Service provided: A next step opportunity in volunteering / participating in a community setting (lunch clubs, coffee mornings, community education, Plymouth foodbank, craft activities and healthy cooking courses).

Who can access? Anyone.

When is the service open? Monday to Friday 9.30 a.m. - 3.30 p.m.

Are there any charges? This depends on the activity.



PLYMOUTH CITIZENS ADVICE BUREAU - Generalist Advice

Contact person: Many advisers

Work address: 2nd Floor, Cobourg House, 32 Mayflower Street,
Plymouth, PL1 1QX

Telephone number: 08448 269717

E-mail address: advice@plymouthcab.org.uk

Services provided: Plymouth CAB offers advice and information on any of the following matters and has wide experience of offering support to people with mental health conditions:-

- * Debt
- * Welfare Benefits including those available from Her Majesty's Revenue & Customs
- * Housing
- * Consumer (purchasing goods or services)
- * Family and personal
- * Immigration
- * Employment
- * Discrimination
- * Fuel Poverty
- * Mortgage Rescue

For people with mental ill-health they can provide additional support, e.g. by accompanying them to appointments with other advice services.

In addition they have specialist workers to deal with complex debt issues, those who are or have been in the armed forces and those who have leukaemia. They provide independent, impartial and confidential advice.

Who is the service for? Anyone who lives in or near Plymouth.

When is the service open? For drop in Monday to Friday 10 a.m. - 1 p.m. and Mondays 2 p.m. - 5 p.m.

For telephone advice Monday to Friday 10 a.m. - 1 p.m.

Charges: All advice is free.



PLYMOUTH & DISTRICT MIND - Befriending Scheme

Contact Person: Claudette Wilson

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254952

Email address: befriending@plymouthmind.org.uk

Service provided: This service is funded by Supporting People and delivered by trained and supervised volunteers. The service aims to provide structured support to lonely and isolated people struggling with mental health problems. This support is flexible and creative and designed to increase community participation, achieve mutually identified goals, increase independence and avoid mental health relapse. In this way, the service seeks to ultimately reduce the demand on NHS mental health services.

When is the service open? The service is managed to match the Co-ordinator's working hours which are: Monday, Tuesday and Wednesday, 9.00 a.m. - 5.00 p.m. However there is a lot of flexibility with this as volunteers are often available to work outside of normal working hours.

How clients are referred: Working to a set referral criteria, clients are referred via the statutory sector (Adult Mental Health Services) in writing by the client's care Co-ordinator. The client must be between 18 and 65, have a primary mental health diagnosis, living independently in the community, have a named care-coordinator, be on the CPA and have a care plan in place.

The Ethos of Support: The befriending relationship is based on trust and relies on the volunteer having a non-judgemental attitude. Volunteers commit a minimum of 2 hours weekly to visit / engage in mutually agreed activities with their clients over a period of 12-18 months. The support is designed to enable clients to achieve stated goals which are normally based on working towards recovery by increasing client independence, raising self-esteem and building confidence. The Coordinator provides on-going support / supervision to clients & volunteers and is available to resolve / manage routine volunteer / client issues as well as managing crisis situations.



For better mental health

PLYMOUTH & DISTRICT MIND - BiPolar Support Group

Contact Person: Joe Higman, Facilitator

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254004

Email address: joeh@plymouthmind.org.uk

Service provided: Plymouth BiPolar Support Group is open to anyone who has a diagnosis. We are a friendly supportive group where you can meet other people who know what you are going through to compare notes, discuss what helps (and what doesn't), and learn from each other.

At some meetings we have speakers such as local psychiatrists, pharmacists and other mental healthcare workers, at others we just talk.

When does the group meet? On the first Monday of each month between 4.00 p.m. - 5.30 p.m.

How to join: The group is open to anyone who suffers from bipolar disorder. You can bring someone else for support if you want to.

Are there any charges? No, but teas and coffees cost 30p.



For better mental health

PLYMOUTH & DISTRICT MIND - Exploring Your Anger Course

Contact Persons: Paula Grimshaw and Jo Payne

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254004

Email address: oasis@plymouthmind.org.uk

Service provided: Many of us have difficulties with anger; some of us implode with our anger, some of us fear anger in others and some of us explode with anger. Anger is a response to a need that is seeking to be met. It is the emotional need to change or restructure a situation that we do not like or that we find unbearable. We will guide the participants through looking at what evokes this response in them and the feelings and needs underneath this behaviour which are not being met or responded to.

These courses have run successfully for the past six years at Plymouth and District Mind. They have been devised and are facilitated by Paula Grimshaw and Jo Payne who are both experienced mental health professionals working at Plymouth Mind Oasis.

Professionals, who have recommended our course to their clients, include Psychiatrists, CPNs, GPs, Counsellors, Probation Officers and various other health care providers.

When does the course run? Twice a year, on Thursday mornings for one hour and a half. There are 12 sessions including an introductory session and a follow-up session after 3 months.

How to join: We welcome enquiries from mental health workers but the potential participant will need to self refer.

Are there any charges? The first session is free and is introductory. The full course is £80 per person. However there are concessions available for people on low incomes.



For better mental health

PLYMOUTH & DISTRICT MIND - Hearing Voices Support Group

Contact Persons: Sam Wood, Pat Mockler, Co-Facilitators

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254004

Email address: pat@plymouthmind.org.uk

Service provided: Plymouth MIND's Hearing Voices Support Group is open to anyone who hears voices or experiences visual hallucinations. We are a friendly supportive group where you can meet other people who know what you are going through to compare notes, discuss what helps (and what doesn't), and learn from each other.

Who can access? The group is open to anyone who suffers from auditory or visual hallucinations. You can bring someone else for support if you want to.

When is the service open? On the second Monday of each month between 2.00 p.m. and 3.45 p.m.

Are there any charges? No, teas and coffees cost 30p.



For better mental health

PLYMOUTH & DISTRICT MIND - Income Maximisation and Debt Advice

Contact Persons: John Williamson

Address: Glenbourne, Morlaix Drive, Derriford, Plymouth,
PL6 5AF

Telephone number: 01752 517823

Email address: TBC

Service provided: Income maximisation and debt advice service for patients admitted to the Glenbourne Unit (acute care) or people under the care of the Home Treatment Teams.

When is the service open: Monday to Friday 9.00 a.m. - 4.00 p.m.

Is it open access? Referrals only through the Home Treatment Team or Glenbourne Unit.

Are there any charges? No, the service is free.



For better mental health

PLYMOUTH & DISTRICT MIND - Oasis Drop-In Centre

Contact Persons: Joe Higman, Manager
Pat Mockler, Deputy Manager
Paula Grimshaw, Resource Worker
Annette Fisher, Resource Worker
Jo Payne, Resource Worker

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254004

Email address: oasis@plymouthmind.org.uk

Service provided: Mind Oasis is a friendly place to meet others and to find support in dealing with problems of day-to-day life. People who use our service are called 'members'.

Members can take part in activities such as mosaics, art, music, table tennis and crafts. We offer cheap cooked meal and teas and coffees are always available.

Who can access? We are open to anyone with a mental health problem, and while we welcome people referred by doctors and other professionals you don't need to be referred - just turn up! You can bring someone with you for support if you want to.

When is the service open?

Monday	10.00 a.m. - 4.00 p.m.	Drop-in, Mosaics
Tuesday	12.00 p.m. - 4.00 p.m.	Drop-in
	2.00 p.m. - 4.00 p.m.	Art Group
Wednesday	10.00 a.m. - 4.00 p.m.	Drop-in, Music Group
Thursday	2.00 p.m. - 4.00 p.m.	Table Tennis
Friday	10.00 a.m. - 4.00 p.m.	Drop-in, Women's Crafts

Are there any charges? There is no charge to attend the drop-in or for most activities. A mid-day meal costs £2 for a main course, 50p for a dessert. Teas and coffees cost 30p. We charge for some trips and occasional social activities.



For better mental health

PLYMOUTH & DISTRICT MIND - OCD Support Group

Contact Person: Joe Higman, Facilitator

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254004

Email address: joeh@plymouthmind.org.uk

Service provided: Plymouth OCD Support Group is open to anyone who has problems with Obsessive Compulsive Disorder. We are a friendly supportive group where you can meet other people who know what you are going through, discuss what helps (and what doesn't), and work towards personal goals with the support of other group members.

When is the service open? Alternate Wednesdays between 7.00 p.m. - 9.00 p.m.

Who can access? The group is open to anyone who suffers from OCD. If you need to bring someone else for support there is a place where they can wait.

Are there any charges? No, teas and coffees cost 30p.



For better mental health

PLYMOUTH & DISTRICT MIND - Mind Bridge the Gap Prison Project

Contact Person: Steve Cookson

Address: HMP Channings Wood, Denbury, Newton Abbot,
Devon, TQ12 6DW

Telephone number: 01752 512282 (Mondays and Fridays)
01803 814600 (Tuesdays, Wednesdays, and
Thursdays)

Email address: steve-cookson@live.co.uk
stephen.cookson@hmps.gsi.gov.uk

Service provided: Advice and support for prisoners suffering from mental illness and/or emotional distress. The main focus is around introducing strategies for coping with anxiety, depression, low mood, low self-esteem with aims to reduce offending and the barriers to recovery and well-being.

Who can access? Prisoners at HMP Channings Wood via referral.

When is the service open? By appointment Tuesdays, Wednesdays and Thursdays.

Are there any charges? No, the service is free.



PLYMOUTH & DISTRICT MIND - Self-Harm Support Group

Contact Person: Gerry Hall

Facilitators: Lorna Coulson

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone Number: 01752 512285

Facsimile Number: 01752 512287

Email Address: selfharm@plymouthmind.org.uk

Service provided: The Plymouth Self-harm Support Group enables people for whom self-harm is an issue, to come together with others with similar problems and understand what they are going through. The group looks at coping mechanisms and, with the help of group members and the facilitators, help work towards personal goals.

Who can access? In the first instance contact Gareth who will arrange to meet with you and explain what you may hope to get from the group and answer any questions or concerns you may have.

Are there any charges? No, the group is free.



For better mental health

PLYMOUTH & DISTRICT MIND - Social Anxiety Support Group

Contact Person: Joe Higman, Facilitator

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254004

Email address: joeh@plymouthmind.org.uk

Service provided: The Plymouth Social Anxiety Support Group is open to anyone who has problems with social anxiety. We are a friendly, supportive, group where you can meet other people who know what you are going through, discuss what helps (and what doesn't), and work towards personal goals with the support of other group members.

Who can access? The group is open to anyone who suffers from social anxiety. If you need to bring someone else for support there is a place where they can wait.

When is the service open? Alternate Wednesdays between 7.00 p.m. - 9.00 p.m.

Are there any charges? No, teas and coffees cost 30p.



For better mental health

PLYMOUTH & DISTRICT MIND - Stepping Out

Contact People: Emma Potts, Manager
Mark Galley, Support Worker
Linda Robinson, Support Worker

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 513690

Email address: supportingpeople@plymouthmind.org.uk

Service provided: Mind Stepping Out is a low level tenancy support project for people with mental health issues. Helping people in their homes to sustain / improve their accommodation, to increase an individuals' ability to live independently and promote social inclusion within their community.

Who can access? An individual can self-refer or be referred through a voluntary or statutory agency, or a G.P. A referral form will need to be completed either by the individual or the referring agent.

When is the service open? Monday to Friday 9.00 a.m. - 5.00 p.m.
(answerphone at all times)

Are there any charges? No, this project is funded by Supporting People and therefore the service is free to individuals.



For better mental health

PLYMOUTH & DISTRICT MIND - Surviving Depression Workshops

Contact Persons: Annette Fisher, Paula Grimshaw

Address: 8 Woodside, Greenbank, Plymouth, PL4 8QE

Telephone number: 01752 254004

Email address: oasis@plymouthmind.org.uk

Service provided: Surviving Depression Workshops. The workshops are delivered over ten weeks in 1.5 hour sessions. The aim of the workshops is to provide ideas that will help in coping with the symptoms of depression. Subjects covered will include:

- * Anxiety management
- * Challenging negative thoughts
- * Healthy eating and dietary supplements
- * Sleep disorders
- * Relaxation techniques

When does the workshop run? At least once a year. They are usually held on a Tuesday afternoon.

How to join: Phone or call in and speak to Annette or Paula.

Are there any charges? None for the workshops. Tea and coffee 30p.



For better mental health

PLYMOUTH & DISTRICT MIND - Welfare Rights Service for young people

Contact Persons: Donna Ryal

Address: The Zone, 14/16 Union Street, Plymouth, PL1 2SR

Telephone number: 01752 206626

Email address: donna.mind@hotmail.co.uk

Service provided: Providing welfare rights and benefits advice for young people aged 16/24 who also have mental health issues.

When is the service open? Monday to Friday 9.00 a.m. - 2.00 p.m.

Who can access? Referrals through the Icebreak or Insight teams at the Zone.

Are there any charges? No, the service is free.



For better mental health

PLYMOUTH CITY COUNCIL - Direct Payments Team

Name of Agency: Community Services

Contact Person: Julia Lonnkvist - Direct payments facilitator - Mental health

Work address: Community Services Directorate, Plymouth City Council, Ballard House, West Hoe Road, Plymouth

Telephone number: 01752 308854 (or 308686 reception)

Fax No: 01752 308715

E-mail address: directpayments@plymouth.gov.uk

Service provided: Information and advice to people interested in what a Direct Payment is and how to request an assessment. Support to professionals who offer Direct Payment packages. Promotion and development of Direct Payments. Training sessions given in mental health field around this subject.

Who can access? Telephone access is available to anyone during office hours.

When is the service open? Monday to Thursday 9.00 a.m. - 5.00 p.m. and on Fridays 9.00 a.m. - 4.30 p.m.

Appointments for home visits can be arranged in advance to individual service users.

Are there any charges? No, the advice service is free. However, Direct payments themselves are all financially assessed, as per usual packages of social care, following a community care assessment.



PLYMOUTH CITY COUNCIL - Social Inclusion Unit

Contact Person: Darin Halifax

Work address: Social Inclusion Unit, Floor 9, Civic Centre, Royal Parade, Plymouth, PL1 2AA

Telephone number: 01752 304321

E-mail address: inclusion@plymouth.gov.uk

Website: www.plymouth.gov.uk

Service provided: The Social Inclusion Unit (SIU) is based within the Community Services Directorate of Plymouth City Council.

We are responsible for the strategic implementation and integration of all equalities and diversity issues relating to Plymouth City Council and the citizens of Plymouth. This of course includes services to people with mental health conditions.

We also deliver the same regarding the mainstreaming of community cohesion and financial inclusion. The unit has specific responsibility and expertise in relation to the six strands of equalities. By working across the whole council, the SIU service aims to be a strategic business support unit advising both internal and external customers on cultural and organisational change.

Who can access? Anyone living in Plymouth.

When is the service open? Monday to Thursday 9.00 a.m. - 5.00 p.m.
Friday 9.00 a.m. - 4.30 p.m.

Are there any charges? No, the service is free.



PLYMOUTH GUILD - Active for Life

Contact person: Gemma MacDonald

Work address: Plymouth Guild, Ernest English House, Buckwell Street,
Plymouth, PL1 2DA

Telephone number: 01752 201766

Mobile number: 07791 682777

E-mail address: gemma@plymouthguild.org.uk

Services provided: Active for Life is a service which aims to support people with mental health problems in leading a more active and healthy lifestyle. The main service provision is delivery of programmes of taster sessions which run once a week over 7 weeks and give the opportunity for people to choose and try out different types of physical activity, from sport and fitness to gentler activities such as walking and gardening - basically anything which gets you moving a bit more!

Who can access? Sessions will be set up and open to anyone with a mental health problem from accessible locations. People can be referred to or self refer to a programme of taster sessions. Alternatively, a programme can be delivered from within a setting to an already established group of people wanting to take part. Please get in touch for referral information, forms, leaflets or if you would like a programme set up and delivered in your setting.

When is the service open? Active for Life can be contacted Monday to Friday, 9.00 a.m. - 5.00 p.m. Please get in touch to find out where and when the next course of taster sessions will be.

Are there any charges? No. However Active for Life may ask for a small contribution towards the cost of some activities if activities selected have costs such as hall hire, use of ski slope etc. Active for Life will make every effort to keep taster sessions free or low cost.



Plymouth Guild

Providing Support, Advice and Volunteers

PLYMOUTH GUILD - Mental Health Advocacy Service

Name of Agency: Plymouth Guild Mental Health & Wellbeing Advocacy Service

Contact person: Marguerite Stirling

Work address: Plymouth Guild, Ernest English House, Buckwell Street, Plymouth, PL1 2DA

Telephone number: 01752 201766

E-mail address: marguerite@plymouthguild.org.uk

Services provided: The Mental Health Advocacy and Wellbeing Service offers support to mental health NHS service users who are living in the community in Plymouth.

The Service can provide support to assist a person to speak up to doctors or other practitioners about any issues or concerns they may be experiencing around their mental health care. They can also help to find information to assist a person to make informed choices around their mental health care. Additionally they can help a person to protect their rights and to refer on to other appropriate services where relevant.

Who can access? Anyone 18+ years of age may access the service if they are a mental health service user, or feel they have mental health concerns but do not currently receive help from the NHS. Appointments are necessary. Just telephone to make the initial appointment on number provided.

When is the service open? Currently open 9.00 a.m. - 5.00 p.m. Monday to Thursday.

Are there any charges? This is a free and confidential service.



Plymouth Guild

Providing Support, Advice and Volunteers

PLYMOUTH LINK - Plymouth Local Involvement Network

Contact persons: Claire Hendy, Sue Casemore, Vicky Shipway

Work address: LINK Office, Unit 15, HQ Building, 237 Union Street,
Plymouth, PL1 3HQ

Telephone number: 01752 202407

E-mail address: info@plymouth-link.co.uk

Service provided: The LINK is a network of Plymouth people, groups and organisations which are improving health and social care services through feedback, consultations and community involvement. The LINK needs to hear from you about your experiences; good, bad or indifferent. You can contact us by email, telephone or mail. You can also give feedback and find out more via our website www.plymouth-link.co.uk. We can come to you. Let us know where your group is meeting and we can come and talk to you about the LINK. You can text your feedback on health and social care services to us on 07533 432200.

Who can access? The LINK is for all people of Plymouth who use health and social care services. However some people may find it more difficult to get involved because of things like health needs, childcare provision or accessibility issues. We are particularly keen to speak to these people who are seldom heard as it is often their opinions that go unheard and are vital to make sure the LINK makes changes to services that reflect the needs of all Plymouth's communities.

When is the service open? The office is open Mon - Thurs 9.00 a.m. - 5.00 p.m. and Fri 9.00 a.m. - 4.30 p.m. LINK Members and staff will also be involved with events, groups and forums outside of these times.

Is it open access or do appointments have to be made? Please feel free to contact us however you are most comfortable. If you want to pop in that's great but we then may book an appointment with you so that we can make sure we have plenty of time if this is relevant.

Are there any charges? No, this is a free service.

PLYMOUTH STREET PASTORS

Contact person: Revd Stuart (STU) Clarke

Work address: The Manna House, 1 Stefan Close, Hooe, Plymouth,
PL9 9RS

Telephone number: 07970 204272

E-mail address: plymouth@streetpastors.org.uk

Service provided: Late night street patrols on Saturday nights / Sunday mornings in central Plymouth (from the Hyde Park pub on Mutley Plain, down North Hill, Bretonside bus station, the Barbican, Royal Parade, and Union Street as far as Aldi).

Offering genuine non-judgemental pastoral support to all and any who need help.

Offering a listening ear to the vulnerable, lonely, hurting, distressed, intoxicated, mischief-makers, isolated, misunderstood, addicted people, and engaging with them and especially signposting them to agencies and contacts.

Who can access? As above - all and any who require assistance.

Are there any restrictions? None.

When is the service open? As above: from 10.00 p.m. on Saturday nights - 4.00 a.m. on Sunday mornings.

Are there any charges? No.

SALT SOUTH WEST - Sexual Abuse Listening Therapy

Name of Agency: SALT South West

Contact person: Karine Law

Work address: 142 Union Street, Plymouth, PL1 3HL

Telephone number: 01752 600599

E-mail address: email@saltsouthwest.co.uk

Service Provided: SALT (Sexual Abuse Listening Therapy) is a listening therapy for adults (over 16) who were sexually abused in their childhood.

Telephone helpline, individual sessions, structured group sessions, fortnightly coffee drop in group.

Who can access? Male or female over 16 years of age. By appointment except for fortnightly Coffee Drop-In group.

When is the service open? Telephone staffed Mondays and Wednesdays between 10.00 a.m. and 1.00 p.m. Answer machine in use for messages.

Are there any charges? No - although voluntary donations are always welcome.

WOLSELEY TRUST - Activ8 Community Gym

Contact person: Vervan Barneby and Dean Blagdon

Work address: Jan Cutting Healthy Living Centre, Scott Business Park,
Beacon Park Road, Plymouth, PL2 2PQ

Telephone number: 01752 203670 - Vervan Barneby
01752 314449 / 07919 690630 (Mob.) - Dean Blagdon

E-mail address: hlcprojects@wolseley-trust.org

Service provided: The Activ8 community gym is a project run through a partnership between the Wolseley Trust and the Plymouth Public Health Development Unit. It offers a range of modern exercise machines and provides exercise programmes in the context of developing health and wellbeing. In addition to sessions for young people (ages 11 - 18) there are women only sessions, a community gym session and seated exercise sessions for people who are overweight and have mobility difficulties. The gym is available for hire by groups when not in use for programmed sessions.

Who can access? The gym is open to individuals from all areas within Plymouth.

When is the service open and how much is it?

Young peoples sessions:

Monday to Thursday 4.30 p.m. - 8.00 p.m. Annual membership is £2 and £1 per session

Family sessions:

Saturday 10.00 a.m. - 12 noon. Annual membership £5. Weekly £3

Seated exercise to music:

Monday 10.00 a.m. - 11.00 a.m. £2 per session

Women only sessions:

Tuesday 10.00 a.m. - 12 noon, Wednesday 10.45 a.m. - 11.45 a.m. and Friday 12 noon - 1.00 p.m. First session free and £2 per session thereafter

Community gym session:

Wednesday 9.30 a.m. - 10.30 a.m. £1 per session (Group hire of gym: £30 per hour)

Is it open access? There is open access to appropriate sessions subject to availability of places.

WOLSELEY TRUST - Benefits Angels

Contact person: Stuart Charles (founder 1991)

Work address: Jan Cutting Healthy Living Centre, Scott Business Park,
Beacon Park Road, Plymouth, PL2 2PQ

Telephone number: 01752 561752

E-mail address: angels@stuartcharles.com

Service Provided: Benefit Angels is a volunteer run service whose core costs are funded by the Wolseley Trust. The service provides advice, advocacy and befriending for disabled people and specialises in helping people suffering from cancer and mental ill health. Help and advice is given on a range of benefit issues, particularly with disability benefits.

Who can access? Priority is given to those living within the PL1 and PL2 post code areas.

When is the service open? There is open access to the service on Wednesdays and Thursdays between 10.00 a.m. and 3.00 p.m.

Are there any charges? The initial consultation is free. There are some charges for negotiating benefit claims.

WOLSELEY TRUST - Jan Cutting Healthy Living Centre

Contact person: Reception Desk

Work address: Jan Cutting Healthy Living Centre, Scott Business Park, Beacon Park Road, Plymouth, PL2 2PQ

Telephone number: 01752 203670

E-mail address: hlcinfo@wolseley-trust.org

Service provided: In addition to hosting a variety of services, including counselling, benefits advice, complementary therapies and exercise activities, we provide signposting and support to assist individuals to access a wide range of services provided by other organisations.

The centre has a large multi-use hall and a conference room available for hire and there is a friendly community cafe that specialises in providing healthy eating choices.

Who can access? The centre is open to everyone.

When is the service open? Monday to Friday 9.00 a.m. - 5.00 p.m.

Are there any charges? No. Advice and assistance is provided free.

THE ZEBRA COLLECTIVE

Contact person: Jan Horrocks

Work address: 225 Marlborough House, Devonport, PL1 4HQ

Telephone number: 01752 606415

E-mail address: jan@zebra.coop

Service provided: The Zebra Collective is a facilitation and training co-operative, which believes in equality, participation and good communication. These values are reflected in its courses and everything it does.

It runs open courses and also specifically designed courses for organisations. These include:

- * Mental Health Awareness
- * Solution Focused Communication
- * Zebra Toolbox of skills for running community groups

Who can access? Courses are open to anyone who is interested in participating. Organisations can also book Zebra for a course designed to meet their needs - these courses will only be for people nominated by that organisation. Courses have to be booked at least two weeks in advance.

When is the service open? Courses are run throughout the year. Information can be found on the website: www.zebra.coop or contact jan@zebra.coop.

Are there any charges? There are normally charges for Zebra's open courses. These are usually in the range of £50 per person a day, but can vary. Organisations pay a daily rate.

THE ZONE - Icebreak

Contact person: Lorna Rose

Work address: 14-16 Union Street, Derry's Cross, Plymouth, Devon,
PL1 2SR

Telephone number: 01752 206626

E-mail address: lorna.rose@thezoneplymouth.co.uk

Service provided: Icebreak provides an early intervention service for young people aged 16 - 25 with or who are at risk of developing a personality disorder. The service aims to reduce suicidality, levels of self harm and inappropriate use of services such as admission to hospital. Icebreak offers a care coordinated approach with 24/7 out of hours emergency telephone cover. A range of therapeutic interventions are available through the multi-disciplinary team.

The service aims to work with young people to enable them to enjoy a full and positive life, developing coping strategies to deal better with emotional and psychological experiences / distress, access appropriate support services and enable them to develop positive images of their future selves.

Who can access? The service works with young people aged 16 - 25 for up to two years. It supports individuals within the Plymouth City boundary and limited support in South Hams (Ivybridge) and West Devon (Tavistock). Young people are able to access general support and advice on a range of issues at any time the Zone is open. The youth support worker they meet will be able to discuss in more detail what Icebreak offers and make a referral if appropriate. Professionals wishing to discuss a young person or make a referral can contact the team between 9.00 a.m. and 5.00 p.m. Monday to Friday.

When is the service open? The Zone is open for young people to access support during the following times:

Monday	10.00 a.m. - 6.00 p.m.
Tuesday to Thursday	10.00 a.m. - 5.00 p.m.
Friday	10.30 a.m. - 5.00 p.m.
Saturday	10.00 a.m. - 4.00 p.m.

Are there any charges? No. There are no charges for this service.

THE ZONE - Insight

Contact person: Lisa Wood

Work address: 14-16 Union Street, Derry's Cross, Plymouth, Devon,
PL1 2SR

Telephone number: 01752 206626

E-mail address: lisa.wood@thezoneplymouth.co.uk

Service provided: Insight is a multi disciplinary team working with 14 - 35 year olds who appear to be experiencing symptoms indicating the early onset of a psychotic episode or who have a diagnosis that is less than 12 months old.

The service aims to reduce distress and optimise positive outcomes for the young people supported using a strong educational philosophy, enabling young people to achieve a greater understanding about their mental health and learn ways to gain more control over the experiences they find distressing. The team works on the premise that recovery from psychosis is possible and that a diagnosis of mental illness should not be inevitable.

Who can access? Young people aged 14 - 35 living within the Plymouth City Boundary who may be experiencing their first psychotic episode, or who have a diagnosis which is less than 12 months old. Young people are able to access general support and advice on a range of issues at any time the Zone is open. The youth support worker they meet will be able to discuss in more detail what Insight offers and make a referral if appropriate. Professionals wishing to discuss a young person or make a referral can contact the team between 9.00 a.m. and 5.00 p.m. Monday to Friday.

When is the service open? The Zone is open for young people to access support during the following times:

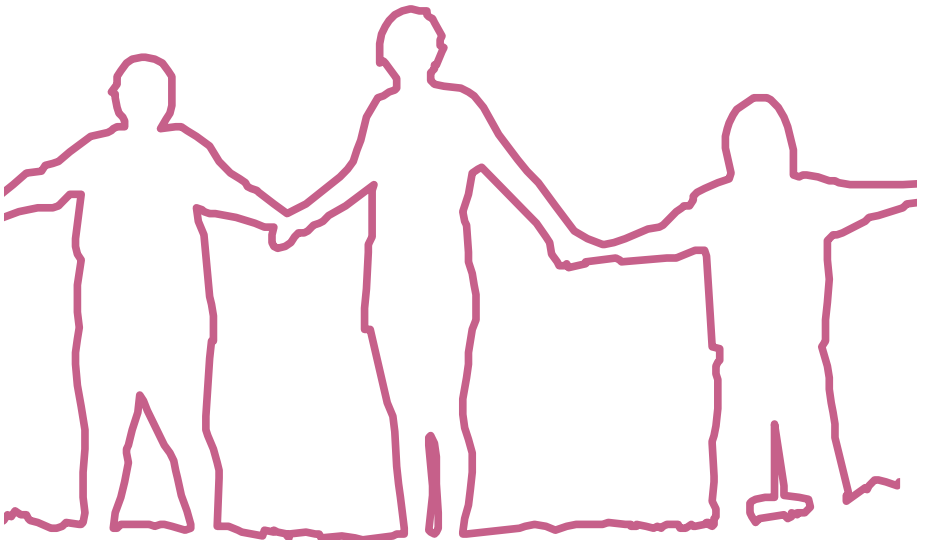
Monday	10.00 a.m. - 6.00 p.m.
Tuesday to Thursday	10.00 a.m. - 5.00 p.m.
Friday	10.30 a.m. - 5.00 p.m.
Saturday	10.00 a.m. - 4.00 p.m.

Are there any charges? There are no charges for this service.

SERVICES FOR CARERS

Colebrook Housing Society Ltd. - Plymouth Involvement
& Participation Service

NHS Plymouth Carers Support Service



COLEBROOK HOUSING CO. LTD. - Plymouth Involvement & Participation Service

Name of Agency: PIPS

Contact person: Ashley Daw

Venue address: Unit 15, HQ Building, 237 Union Street, Plymouth,
PL1 3HQ

Telephone number: 01752 202406 / 7

E-mail address: adaw@colebrookhousing.co.uk

Service provided: PIPS is a new service focussed on improving service user and carers involvement within mental health services. PIPS will create a network of people who have experience of mental health services and gather their views, ideas, and experiences and represent these views to service commissioners, and providers to improve services for the future. PIPS:-

- * Will work with local people
- * Support people to get involved and be heard
- * Talk to its members about what has changed as a result of their involvement
- * Offer support, training and pay expenses for people who are involved

Who can access? PIPS is for service users, carers and everyone with experience of mental health services.

When is the service open?

Tuesday 9.00 a.m. - 5.00 p.m.
Wednesday 9.00 a.m. - 5.00 p.m.
Thursday 9.00 a.m. - 5.00 p.m.

Contact can be by post, phone or email, initially.

Are there any charges? No, the service is free.

NHS PLYMOUTH - Carers Support Service

Contact person: Pam Pinder

Work address: Assertive Outreach Services, Riverview, Mount Gould Hospital, Mount Gould Road, Plymouth, PL4 7QD

Telephone number: 07887 711834

E-mail address: Pamela.Pinder@plymouth.nhs.uk

Information website: www.pamshouse.pwp.blueyonder.co.uk

Services provided: This service is available to family members and carers of people with mental health issues. A friendly and flexible service which offers support with any difficulties carers are experiencing in their caring role.

- * One to one support: either in the home or meeting for coffee
- * Monthly Support Group
- * A monthly newsletter: containing various information around mental health, carers rights and updates in legislation
- * Information on request

The service is available either by referral or by direct contact from the carer. The support group is open access, and the one to one contact by appointments. This service is free of charge.

Opening Times: Monday to Thursday, 8.30 a.m. - 4.00 p.m.

COUNSELLING SERVICES

Crossline

Cruse

Eclipse Counselling

Marjon

Relate

The Zone



CROSSLINE - Face-to-face counselling

Contact person: Annabel King

Work address: 37 - 41, Grenville Road, St. Judes, Plymouth, PL4 9PY

Telephone number: 01752 664243 (office)

E-mail address: Crossline@tiscali.co.uk

Service provided: Face-to-Face counselling, with qualified counsellors, using a person centred approach. No restrictions on the number of sessions.

Who can access? Anyone can access.

Are there any restrictions? Assessment will be made at first appointment.

When is the service open? Monday to Friday, 9.00 a.m. - 1.00 p.m.

Is it open access or do appointments have to be made? Appointments should be made by 'phoning the number above (01752 664243).

Are there any charges? No. Charges are made but donations are gratefully received.

CROSSLINE - Telephone listening service

Contact person: Annabel King

Work address: 37 - 41, Grenville Road, St. Judes, Plymouth, PL4 9PY

Telephone number: 01752 666777

E-mail address: Crossline@tiscali.co.uk

Service provided: Telephone Listening Line - Non-judgemental listening service for anyone with difficulties or just wanting someone to talk to.

Who can access? Anyone can access.

Are there any restrictions? Callers are asked to keep their calls to no more than 20 minutes.

When is the service open? Monday to Friday 9.00 a.m. - midnight
Saturday & Sunday 6.00 p.m. - midnight

Is it open access or do appointments have to be made? Open access within those times.

Are there any charges? Only the cost of the call, depending on your 'phone provider.

CRUSE BEREAVEMENT CARE - Plymouth Branch

Contact person: Initially to the information telephone number only

Work address: c/o The Quaker House, 74 Mutley Plain, Plymouth,
PL4 6LF

Telephone number: 01752 408134

E-mail address: none

Services provided:

1. Free, confidential, one-to-one support by trained bereavement volunteers for anyone who has been bereaved regardless of age, gender or religion.
2. Two Friendship Support Groups; one meeting every Wednesday morning at The Unitarian Church, Notte Street, Plymouth, and the other at 2 p.m. on the first Monday of every month at the Committee Room, Council Chambers, York Road, Torpoint.

Who can access? The service is open to anyone. By appointment only. Bereaved people needing support can ring the information line when initial details are taken. The information is then passed on to a supervisor who will arrange for a volunteer to contact the client.

Clients can be seen on Monday mornings at The Listening Post, The Quaker House, 74 Mutley Plain, Plymouth, on Wednesday evenings at The Quaker House, and on Wednesday mornings at The Unitarian Church. We can also arrange home visits.

When is the service open? The telephone information line is operated 24 hours a day, although the answer-phone may be switched on at times when the operator is not at home.

Are there any charges? No.

EKLIPSE COUNSELLING

Contact person: Howard Davey or Janet Hamley

Work address: Eklipse Projects, Jan Cutting Healthy Living Centre,
Scott Business Park, Beacon Park road, Plymouth,
PL2 2PQ

Telephone number: 07891 028960 (9.00 a.m. - 5.00 p.m. Monday to
Fridays excluding bank holidays)

E-mail address: us@eklipseprojects.co.uk

Web site: www.eklipseprojects.co.uk

Service provided: Free one to one professional counselling practice. All staff have had CRB checks.

Who can access? Anyone. No appointment is necessary for the first session.

When is the service open?

Tuesdays	9.30 a.m. - 4.00 p.m.	
Wednesdays	11.30 a.m. - 6.00 p.m.	
Fridays	9.30 a.m. - 4.00 p.m.	<i>(the preferred day for 'drop-ins')</i>

Are there any charges? No, this is free but a voluntary donation is always appreciated.



MARJON COUNSELLING CENTRE

Contact person: Ruth Manning / Alison Thorne

Work address: UCP Marjon, Derriford Road, Plymouth, Devon,
PL6 8BH

Telephone number: 01752 636850

E-mail address: counselling@upcmarjon.ac.uk

Service provided: We provide a confidential counselling service for students and staff of the University College. We offer:

- * 1 to 1 and group counselling
- * Support for staff, parents and key others who are concerned about a student / member of staff
- * Provision of workshops and training to promote emotional wellbeing

Who can access? All students and staff of the University College. We offer both drop-in (10.00 a.m. - 11.00 a.m. Mondays to Fridays) and booked appointments.

When is the service open? Monday to Friday 9.00 a.m. - 5.00 p.m. during term time.

Some availability outside term time.

Are there any charges? No. It is a free service.



RELATE FAMILY SUPPORT PROJECT - Families Together

Contact person: Sue Hirons

Work address: Relate Plymouth & District, 3 Blenheim Road, Plymouth, PL4 8LJ

Telephone number: 01752 213131

E-mail address: plymouthrelate@blueyonder.co.uk

Service provided: This service forms part of the Plymouth Health Matters programme funded jointly by the Big Lottery Fund and the Wolseley Trust and provides the following:

- * Family counselling
- * Support for step families with preventative methods when dealing with life issues
- * Assistance to families to develop strategies that enable them to deal with stressful situations and to avoid conflict

Who can access? Families within the City of Plymouth although the service is intended primarily for families living in the east end of Plymouth and is delivered at Prince Rock Primary School.

When is the service open? By appointment only.

Is it open access? By appointment only.

Are there any charges? There are no charges. The service is funded by The Big Lottery Fund and the Wolseley Trust.

THE ZONE - Your Space Counselling Service

Contact person: Kim Cooper

Work address: 14-16 Union Street, Derry's Cross, Plymouth, Devon,
PL1 2SR

Telephone number: 01752 206626

E-mail address: kim.cooper@thezoneplymouth.co.uk

Service provided: 'Your Space' Counselling Service offers a free and confidential service to young people aged 13 - 25 living in Plymouth. 'Your Space' counsellors are able to spend time listening to young people in a non judgemental way enabling them to explore what they think and feel about themselves and others, what is happening and has happened in their lives and the choices they have made. All the counsellors are volunteers, trained to at least the final year of Diploma. They are able to offer each young person 10 sessions each lasting up to 50 minutes. Young people are also able to access one off sessions if they prefer.

Issues young people bring to 'Your Space' include bullying, lack of confidence, stress and worry, self harm, bereavement and loss, anxiety, sleeping or eating difficulties, relationship problems or abuse. Young people can discuss any issue that is important to them.

When is the service open? The Zone is open for young people to access support during the following times: Monday 10.00 a.m. - 6.00 p.m., Tuesday to Thursday 10.00 a.m. - 5.00 p.m., Friday 10.30 a.m. - 5.00 p.m., Saturday 10.00 a.m. - 4.00 p.m.

Is it open access? Access to 10 sessions is via a referral. Young people just need to come into the Zone and talk to a Youth Support Worker. The Youth Support Worker will be able to provide more information about 'Your Space' and make a referral to the counselling team if the young person feels that it is what they would like to do. Whilst a young person is waiting to be offered an assessment or 10 sessions, drop in appointments are available on Saturday mornings between 10.30 a.m. and 1.30 p.m. Young people can also call the Zone after 10.00 a.m. each morning to see if there are any single appointments available for that day.

Are there any charges? There are no charges for this service.

HELP FOR THOSE RETURNING TO OR IN WORK

A4e

Imke Wood Training & Consultancy

Job Centre Plus

NHS Plymouth Vocational Services (Routeways)

Pluss

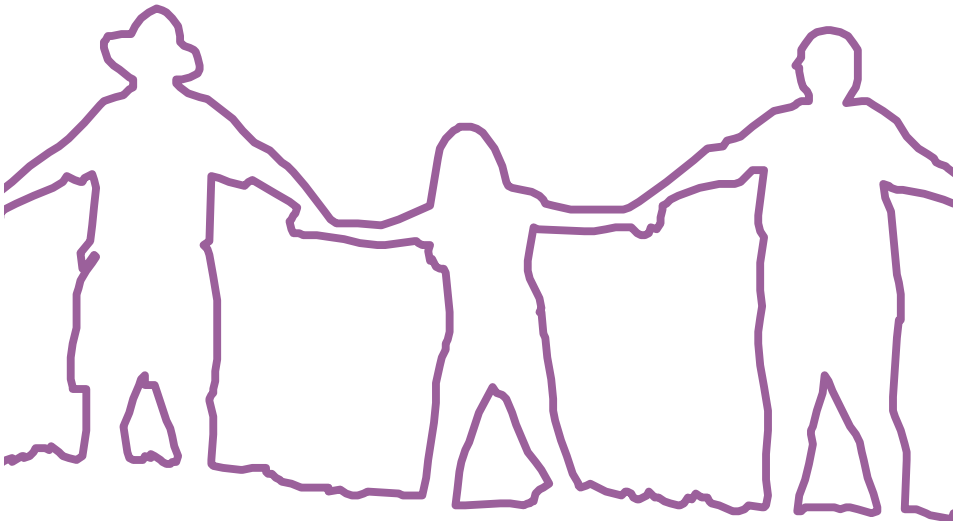
Dragon Products

WorkAble

Remploy

Wolseley Trust - Tomorrow's People Workroute Programme

Working Links



A4e Ltd. - Pathways to work

Contact person: Jill Breeze (Occupational Therapist)

Work address: 3rd Floor, St. Andrews Court, St. Andrew Street,
Plymouth, PL1 2AH

Telephone number: 07515 191673

E-mail address: jbreeze@a4e.co.uk

Services provided: The programme is aimed at people who are on health related benefits and want to return to work. The team offers access to soft skills training (interview techniques, writing CV's, etc.), as well as optional referral into the Occupational Support Service delivered by Jill Breeze and Stu Shilvock. This additional service offers support and advice on health related barriers to work and confidence building techniques and strategies.

Short term work focused sessions are available from Jill in order to assess what help the person has received with their condition so far and what coping strategies they have, if any, to manage that condition. Often a few sessions with her offering information, practical advice, strategies to try out and learning how to manage their wellbeing when returning to work can make a difference.

If more intensive input is needed she will refer on to appropriate local services. Once the person has started work they have the option of taking up Jill's In Work Support Service that consists of regular phone contact by her to monitor their health and ability to sustain work, as well as open access to her for health advice and support, as and when needed, for up to 52 weeks after starting employment.

Stu delivers a two day course for small groups of customers who are experiencing low self-esteem, lack of confidence and a general lack of direction in their life.

Who can access? Only those eligible for the Pathways to Work programme can access the Occupational Support service (i.e. those in receipt of a health related benefit).

When is the service open? Monday to Friday from 9.30 a.m. - 4.30 p.m.

Is it open access? Anyone can present themselves to the office and self refer onto the programme, providing they are eligible, but the Occupational Support

Service is integral to the rest of the programme and does not stand alone as a separate service.

Are there any charges? No, the service is free.



improving people's lives

IMKE WOOD TRAINING & CONSULTANCY

Contact person: Imke Wood

Work address: The Basement Studio Devon, 41 Molesworth Road,
Stoke, Plymouth, PL1 5PB

Telephone number: 01208 871168

Mobile number: 07821 122991

E-mail address: info@imkewood.co.uk

Web site: www.imkewood.co.uk

Service provided: Coaching and Mentoring Programme for Professionals.

This therapeutic coaching and mentoring for professionals combines psychotherapeutic methods with effective business, leadership and management training. With this it provides tangible, sustainable help for professionals suffering from depression and anxiety at work leading to loss of work enjoyment, productivity and absenteeism. It is individually designed to help professionals to understand and react better to challenging situations at work, and to explore and utilise their personality to transform it into a constant source of self confidence and emotional strength.

The service works both as a preventative measure and return-to work intervention for professionals who are long term sufferers of mental ill-health.

In-house staff training on request. This can strengthen general staff well-being and improve teamwork, goal setting and success.

The program is based on a variety of methods including Emotional Intelligence, Neuro-Linguistic Programming, Cognitive Behaviour Awareness, Gestalt Therapy and the Alexander Technique elements and Cognitive Behaviour Therapy (CBT), Footnotes®.

Who can access? Professionals, Job seekers, Businesses.

Is it open access or do appointments have to be made? By appointment.

Are there any charges? Yes, 1.5 hour sessions from £140.

JOBCENTRE PLUS SERVICES

Jobcentre Plus Contact numbers (Devon & East Cornwall)

Plymouth	01752 618000
Devonport	01752 616200
Barnstaple	01271 395300
Bideford	01237 496900
Brixham	01803 356000
Exeter	01392 474700
Honiton	01404 403222
Liskeard	01579 335000
Launceston	01566 764300
Newton Abbot	01626 325400
Tiverton	01884 703000
Torquay	01803 356000
Totnes	01803 356200

- * If you are looking for work and would like to find out about current jobs available through the Jobcentre, call 0845 6060 234 (text phone 0845 6055 255)
- * To call to make a new claim for benefits call 0800 055 6688 (text phone 0800 0234 888)
- * If you wish to apply for a crisis loan from the Social Fund, call 0800 032 8349
- * If you have a question about the Social Fund call 0845 608 8616
- * Benefit Enquiries for existing claims, call 0845 603 6095
- * National Insurance Numbers 0845 600 0643
- * The Jobcentre Plus national web page can be found at www.jobcentreplus.gov

Help from Jobcentres for people with health conditions and disabilities: Jobcentre Plus gives skilled advice at every stage of your search for a job and makes sure you know which benefits or allowances you're entitled to claim. They can also support you if you're worried about the impact of your disability on your existing job. Your local Jobcentre can help and advise you regardless of your situation - even if you don't have any work experience or if you haven't worked for a long time.

You and your Jobcentre Plus adviser may decide that further specialist advice and help would be a good idea. They can then arrange for you to have an interview with a Disability Employment Adviser (DEA). They will find out about your abilities and the sort of job that would suit you, then draw up a plan of action with you to help you get a job or go on a training course.

Advisers for people receiving incapacity benefits: Most Jobcentres have a specialist adviser who can support you if you are claiming incapacity benefits or refer you to further specialist help.

Pathways to Work: If you are claiming incapacity benefits for the first time, or are claiming again after a break in receiving benefit, you will automatically be considered for Pathways to Work as a condition of getting benefit.

By incapacity benefits we mean:

- * Employment and Support Allowance
- * Incapacity Benefit
- * Income Support on the grounds of incapacity
- * Income Support while you are appealing against a decision that you are not incapable of work
- * Severe Disablement Allowance

Pathways to Work can help people who are claiming incapacity benefits to start or return to paid work. The service offers individual support and access to a wide range of help.

Work schemes and programmes: If you have a disability that affects the kind of work you can do, you may be eligible to join some of the many programmes open to people who have been unemployed for some time.

Access to Work is one of the schemes that can help you if your health or disability affects the way you do your job. It gives you and your employer advice and support with extra costs which may arise because of your needs.

Access to Work might pay towards the equipment you need at work, adapting premises to meet your needs, or a support worker. It can also pay towards the cost of getting to work if you cannot use public transport.

You may be able to get Access to Work if you are:

- * in a paid job
- * unemployed and about to start a job
- * self-employed

and your disability or health condition stops you from being able to do parts of your job.

Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job.

If you are in receipt of benefit and do any work, it might affect your benefits, even if it is voluntary. You should contact the office paying your benefit for advice and make sure that you declare the number of hours and any earnings you receive.

If you have any kind of health problem or disability, further information about the support you can get can be found on the Government Information Website, Directgov, at www.direct.gov.uk/en/HealthAndWellBeing

The logo for jobcentreplus, featuring the text 'jobcentreplus' in a sans-serif font. 'job' is in green, 'centre' is in yellow, and 'plus' is in green. The logo is set against a solid green rectangular background.

jobcentreplus

Part of the Department
for Work and Pensions

NHS PLYMOUTH VOCATIONAL SERVICES (Routeways)

Contact person: Sharon Claridge

Work address: Steps, Cumberland Centre, Damerel Close, Devonport, Plymouth, PL1 4JZ

Telephone number: 01752 556898

E-mail address: Sharon.Claridge@plymouth.nhs.uk

Service provided: A range of individual and group activities are offered to support individuals who have experienced mental health issues progress towards, into and retain work.

The activities include anxiety management and assertiveness groups, 1:1 support, horticultural activities, IT training, experience of the working environment in a Coffee Shop, support in finding, applying, gaining and retaining work. We use a stepped approach with each individual setting their own goals and starting at a point that is right for them. We look at paid employment, voluntary work, education, training and community involvement.

Who can access? The service is open to anyone who has experienced mental health issues.

When is the service open? Core opening hours of 9.00 a.m. - 5.00 p.m. Monday to Friday but work outside these hours as appropriate to the needs of the client / service provision.

Is it open access or do appointments have to be made? Access to the service is by appointment.

Are there any charges? No, the service is free.

THE PLUSS ORGANISATION

Contact person: Mr. Mik Belcher

Work address: 271 Clittaford Road, Southway, Plymouth, PL6 6DF

Telephone number: 01752 306661
FREEPHONE 0800 9177792

E-mail address: mik.belcher@pluss.org.uk

Service provided: Support for people with disabilities and long term health issues (including Mental Health) to gain and sustain work through Jobcentre Plus Workprep and Workstep Programmes.

Who can access? People with disabilities as defined by the Disability Discrimination Act 1995 and who meet the eligibility criteria set by Jobcentre Plus.

When is the service open? 9.00 a.m. - 5.00 p.m. Monday to Friday.

Appointments are necessary; ring the freephone number above.

Are there any charges? No.

THE PLUSS ORGANISATION - Dragon Products

Contact person: Rod Burnett

Work address: Unit 3 Scott Business Park, Beacon Park Road,
Plymouth, PL2 2PQ

Telephone number: 01752 306255

E-mail address: rod.burnett@pluss.org.uk

Service provided: Dragon Products is a preparatory unit developing basic work skills for people with Learning and other Disabilities. Dragon operates several small businesses such as Confidential Shredding, Recycled Horse Bedding, Recycled textile products, Hand Made Paper and Greetings Cards, grounds maintenance and several sub contracted out working contracts. All of these small ventures offer a wide range of choice of developmental employment activities to experience and grow within.

Dragon delivers a time limited service proactively enabling individuals to move closer to and into paid employment. Dragon products is a friendly, lively and dynamic unit with a well experienced and trained staff team.

The next step for individuals would be a tailored transition from these more sheltered experiences into community based work experience and paid employment delivered through Pluss WorkAble.

Who can access? Anyone with a Learning Disability who is known to Social services and who lives in Plymouth. The only restriction is the availability of places. By appointment only.

When is the service open? Monday to Friday 9.00 a.m. - 3.45 p.m. for service users.

Are there any charges? Not for Plymouth residents as outlined above.

THE PLUSS ORGANISATION - WorkAble

Contact person: Rod Burnett

Work address: Unit 24 Scott Business Park, Beacon Park Road,
Plymouth, PL2 2PQ

Telephone number: 01752 306255

E-mail address: rod.burnett@pluss.org.uk

Service provided: Pluss WorkAble provides an employment service to people who have disabilities or who are disengaged from the employment market. This is delivered through three main contracts: learning disability (Local Authority funded), Workstep (DWP funded) and Plymouth Works + (DWP ESF project).

Our training team linked to this unit delivers employment focused training and qualifications from pre Entry Level through to level 2. This is delivered flexibly to meet the individuals learning needs. Literacy, numeracy, Health and Safety level 2, Food Safety level 2, and retail qualifications are also available here.

The Pluss Employment Bureau will identify your current needs and work with you to plan a route toward employment that suits. You will be linked to an Employment Consultant who you will get to know over a period of time. Your Employment Consultant will seek out opportunities and support you in achieving your employment goals. Pluss Job Coaches are there on hand to introduce you to a workplace if required and offer support until you are happy and feel able to carry on independently. Paid work is our main focus.

Who can access? To varying degrees according to service availability. Anyone with a learning disability, other disability or disengaged from the employment market. By appointments please.

Are there any restrictions? There are a finite number of spaces.

When is the service open? Monday to Friday 9.00 a.m. - 4.30 p.m.

Are there any charges? Not for Plymouth residents.

Adding to Life
pluss

REMPLOY LIMITED

Contact person: Melanie Ford

Work address: Remploy Limited, First Floor, Mayflower House,
Armada Way, Plymouth, PL1 1LD

Telephone number: 0845 155 2559

E-mail address: melanie.ford@remploy.co.uk

Service provided: Remploy is the country's largest provider of supported employment for people with a disability or health condition. Remploy operates as a recruitment agency, assisting people in applying for and gaining employment. You will then be supported for up to 1 year in that employment. We offer a wide range of additional services, such as dyslexia screening, confidence building, interview and application filling out courses.

Who can access? You need to be in receipt of a health related benefit or be on JSA for 6 months and have a recognised health condition, or disability.

When is the service open? Monday to Friday 9.00 a.m. - 5.00 p.m.

Is it open access? Ideally yes but we accept drop in as well.

Are there any charges? No.

WOLSELEY TRUST - Tomorrows People - Workroute Programme

Contact person: Julie Dawson

Work address: Jan Cutting Healthy Living Centre, Scott Business Park,
Beacon Park Road, Plymouth, PL2 2PQ

Telephone number: 01752 313069

E-mail address: jdawson@tomorrows-people.co.uk

Service provided: The Workroute service provides help for individuals seeking employment by providing the following:

- * Motivational career guidance - helping people to make the right choices
- * Advice and guidance with job search
- * Assistance to identify appropriate training courses
- * Help with preparing CVs and job search letters
- * Advice on preparation for job interviews

Who can access? The service is available to those living in the North Prospect, Keyham, Ford, Morice Town and Stoke neighbourhoods of Plymouth. An appointment is required.

When is the service open? Tuesday, Wednesday and Thursday 9.00 a.m. - 5.00 p.m.

Are there any charges? No. The service is commissioned and funded by the Wolsely Trust and is free.

WORKING LINKS

Contact person: Sarah Cunningham

Work address: Working Links, 4th Floor Cobourg House, 32 Mayflower Street, Plymouth, PL1 1QX

Telephone number: 01752 672577

E-mail address: sarah.cunningham@workinglinks.co.uk

Service provided: We are a national organisation; a public, private and voluntary partnership. Together we can help you get back to work as quickly as possible, using access to local and national advice, resources and jobs.

We run several welfare-to-work projects nationally and deliver the following across Plymouth:

- * Employment Zone and Lone Parents - until end of September 2009
- * Flexible New Deal - back to work support for individuals claiming Job Seekers' Allowance - commencing October 2009
- * Progress2Work - work and training support for those who have experienced substance misuse
- * Devon Skills 4 Jobs - work and training support for individuals with less than level 2 qualifications
- * Response to Redundancy - for people under notice of redundancy or recently made redundant. Through a mixture of 1-2-1 support and group work this project will give you the skills you need to find new employment
- * ESF Cornwall Works Plus - back to work support for those living in Cornwall, including South-East Cornwall at locations such as Torpoint and Saltash

Who can access?

Employment Zone - mandatory referrals from JobCentre Plus, unemployed, claiming job seeker's allowance and living in Plymouth Travel 2 Work area.

Lone Parents - voluntary self-referral or JobCentre Plus referral - unemployed single parents living in Plymouth Travel 2 Work area.

Flexible New Deal - mandatory referrals from JobCentre Plus.

Progress 2 Work - voluntary self-referral or referrals from partner organisations (including Probation and Harbour) - unemployed, with previous substance misuse issues, residing in Plymouth.

Devon Skills 4 Jobs - voluntary self-referral or referral from partner organisations, unemployed individuals with less than level 2 qualifications, residing anywhere in Devon.

Rapid Response to Redundancy - please ring 01752 672007 for details.

ESF Cornwall Works Plus - voluntary self-referral or referral from JobCentre Plus or other partner organisation - for anyone unemployed and residing in Cornwall.

When is the service open? 9.00 a.m. - 5.00 p.m. Monday to Friday, except Bank Holidays.

Is it open access? Dependant on contract - please ring 01752 672007 for details.

Are there any charges? There are no charges to individuals for their participation on these contracts.

HOUSING SERVICES

Colebrook Housing

Plymouth City Council Housing Advice Service



COLEBROOK HOUSING SOCIETY

Contact person: General enquiries

Work address: 3 Woodland Terrace, Greenbank Road, Plymouth,
PL4 8NL

Telephone number: 01752 205210

E-mail address: enquiries@colebrookhousing.co.uk

Service provided: Short term housing for people with Mental Health diagnosis who are in need of support.

We have a range of accommodation types including shared houses and self contained flats across Plymouth and in Saltash. Residents can stay between two and five years, and work with staff to identify and address their support needs, with a view to developing independent living skills.

Who can access? Anyone with a Mental Health diagnosis who is in need of supported accommodation to enable them to develop independent living skills.

When is the service open? Referral is by application form through professional support worker or direct from the client.

Are there any charges? No, support is funded by Supporting People but the Rent and utilities element is usually funded from benefits or the individual.

PLYMOUTH CITY COUNCIL - Housing Advice Service

Name of Agency: Housing Advice Service

Contact Person: Jane Cookson (team leader)

Work address: Housing Advice Service, Midland House, Notte Street, Plymouth, Devon

Telephone number: 01752 305950

E-mail address: housingadvice@plymouth.gov.uk

Service provided: Housing options and advice service covering all tenures.

Who can access? Anyone living in Plymouth.

When is the service open? Monday to Thursday 9.00 a.m. - 5.00 p.m.
Friday 9.00 a.m. - 4.30 p.m.

Appointments can be made through reception at Midland House or over the phone.

Are there any charges? No. The service is free.



EMERGENCY CRISIS CONTACTS

WHAT TO DO IN A MENTAL HEALTH EMERGENCY:

If you or someone you know is experiencing a mental health crisis, the first step is to see your GP, who can assess what is needed and refer the person in crisis to other services if necessary.

If your GP is not available, or you do not have one, and the situation is urgent, there are various options.

- * Contact the person's GP's out of hours service
- * There is a duty psychiatrist at the Accident and Emergency Department at Derriford Hospital
- * Access to Mental Health Services (formerly Gateway) - 0845 155 8065 are open 9.00 a.m. - 5.00 p.m. Monday to Friday. They do not work with people who are currently receiving help from psychiatric services
- * The Gateway Out of Hours Service - 01752 669709 is open between 5 p.m. and 11 p.m. on weekdays and between 9.00 a.m. - 5.00 p.m. on weekends and bank holidays
- * Outside these hours contact the Emergency Duty Social Work Team - 01752 346984
- * If the person experiencing the crisis is a client of the Assertive Outreach Team contact their duty team - 01752 314001 (not 24 hours)
- * If the person experiencing the crisis is a client of the Home Treatment Team contact them on - 01752 314033

MENTAL HEALTH SERVICES IN PLYMOUTH

Currently mental health services in Plymouth are provided in three areas:

- * Child and Adolescent Services (CAHMS)
- * Adult Services
- * Older Peoples Mental Health Services (OPMHS)
- * Primary Care based mental health care

Each area has a range of services that can help individuals when they are acutely ill, experiencing complex mental health issues, during their recovery and into their community.

They are provided in a range of settings including: inpatient / residential, community, primary care and day services.

There is also access to a range of psychological therapies and groups to support individuals with a wide range of mental health issues.

Access to these services is usually by referral from your GP or other professional and cannot usually be accessed directly by those experiencing mental health issues or their carers.

PRIMARY CARE BASED MENTAL HEALTH CARE

In addition to specialist mental health services most people gain support for mental health problems from their GP surgery.

General practitioners will make initial assessments, can prescribe medication if appropriate and also give ongoing care and follow up to many people with common and more complex mental health problems. Other practitioners such as community based nurses are increasingly involved in supporting people with mental health problems.

OPTIONS (IAPT) Service

The new primary care based OPTIONS service, operating from GP practices and a central base, takes self referrals as well as referrals from professionals and offers large group education, small groups and individual Cognitive Behaviour Therapy and counselling.

USEFUL LOCAL AND NATIONAL TELEPHONE NUMBERS AND WEBSITES

Local Services

Adult placement scheme across Devon & Cornwall - www.swaps.org.uk

DAAT (Drug & alcohol action team) - Telephone: 01752 315778

Eating Disorder Support (Plymouth) - Telephone: 01752 228027

Food Bank: For people in crisis by providing emergency food supplies. The Plymouth Foodbank, the Crown Centre, 28 Manor Street, Stonehouse, Plymouth, PL1 1TW. Email: plymouthfoodbank@yahoo.com

Memory Service: Dedicated facilities to treat older people with memory problems: Plympton Telephone: 01752 314500
Mount Gould Telephone: 01752 314747

Advocacy for You: Support, advice and information to those suffering from a mental health problem, families and friends. Aims to assist by providing support on a personal and practical level. Website includes information on Mental Health Act 1983 and information on medications.
Email: info@advocacyforyou.co.uk Website: www.advocacyforyou.co.uk

National Services

1 in 4 Forum: UK's largest mental health online forum.
Website: www.1in4-forum.org

Alzheimer's Society: Provides information on dementia, including fact sheets and helplines. Telephone: 0845 300 0336 Website: www.alzheimers.org.uk

Anxiety UK (formerly the National Phobics Society): Support and help with anxiety conditions and phobias including panic attacks, OCD, body dysmorphic disorder, social phobia. Information, fact sheets, tapes, self help guides. Extra services for members include therapy services at reduced rates, helpline, member contact list, discounts on products, chatroom.
Telephone: 08444 775 774 or 0161 227 9898 Website: www.anxietyuk.org.uk

Association for Post Natal Illness: Advice and support for mothers experiencing postnatal illness. Telephone: 020 7386 0868
Website: www.apni.org

Battle Against Tranquillisers (BAT)

Telephone 0117 966 3629 Website: www.bataid.org

BBC MindinfoLine offers confidential help on a range of mental health issues.
Website: www.bbc.co.uk/headroom/contacts

Beat: Advice and support for people living with eating disorders.
Telephone: 0845 634 1414 Website: www.b-eat.co.uk

BPD World: Focuses on borderline personality disorder.
Telephone: 0870 005 3273 Website: www.bpdworld.org

Carers UK: This is the voice of carers and the leading campaigning, policy and information organisation for carers. For information and advice on all aspects of caring visit their website. Telephone: 0808 808 7777
Website: www.carersuk.org

Counselling Directory: Database of UK counsellors, with information on training, experience and fees. Website: www.counselling-directory.org.uk

Cruse: Provides support and advice to those suffering from a bereavement.
National Helpline: 0844 477 9400

Depression Alliance: Charity for sufferers of depression. Has a network of self-help groups. Telephone: 0845 123 2320
Website: www.depressionalliance.org

Depression UK: Support and encouragement for people with experience of depression, their families and friends. Publishes a newsletter every two months and offers pen friend scheme
Email: info@depressionuk.org Website: www.depressionuk.org

First Steps to Freedom: Helpline provides support for carers of people with borderline personality disorder. Helpline for anyone experiencing general anxiety, phobias, panic attacks, obsessive compulsive disorder, tranquilliser withdrawal, eating disorders. Provides leaflets, relaxation tapes, videos, telephone self help groups, one-to-one telephone befriending and newsletters.
Telephone: 0845 120 2916 Email: first.steps@btconnect.com
Website: www.first-steps.org

FRANK: A national helpline on all aspects of drug misuse
Telephone: 0800 77 66 00 Website: www.talktofrank.com

Hearing Voices Network: A user-led group offering information, support and

understanding to people who hear voices, and to those who support them.
Telephone Enquiries: 0845 122 8641 Helpline: 0845 122 8642
Email: info@hearing-voices.org Website: www.hearing-voices.org

Independent Complaints Advocacy Service (ICAS)

Telephone: 01579 345193

International Stress Management Association

Telephone 07000 780 430 Website www.isma.org.uk

Manic Depression Fellowship: A charity helping people with manic depression / bipolar disorder. Telephone: 0845 634 0540
Website: www.mdf.org.uk

Mencap: Charity working with people with learning disability, their families and carers. Telephone: 020 7454 0454 Website: www.mencap.org.uk

The Mental Health Foundation: Provides information and support for everyone with mental health problems or learning disabilities.
Telephone: 020 7802 0300 Website: www.mentalhealth.org.uk

Mental Health Shop: Run jointly between Rethink and Mental Health Media, offering free downloadable leaflets and publications on all aspects of mental health. Telephone: 0845 456 0455 Email: queries@mentalhealthshop.org
Website: www.mentalhealthshop.org

Mind: Promotes the views and needs of people with mental health problems.
Telephone: 0208 5192122 Mindinfo: 0845 7660103
Website: www.mind.org.uk

National Self Harm Network: Survivor-led organisation campaigning for the rights and understanding of people who self harm. Aims to provide relief for people who self harm by offering support, advice and information. On line support forum via website provides 24 hour support and information. Downloadable leaflets also available. Email: info@nshn.co.uk
Website: www.nshn.co.uk

National Survivor User Network (NSUN): A national network of user / survivor run groups and organisations, providing information and practical support for user/survivor groups. Members have access to an online database of user/survivor run groups across the UK. Also produces a regular newsletter.

Costs: Membership is free to individuals or groups / organisations with an annual income of less than £5,000. Organisations with an income over £5,000 pay a sliding fee according to income. Telephone: 020 7820 8982

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

NHS Direct

Telephone 0845 46 47

Nightlink (listening service)

Telephone 01872 263003

No Panic: Voluntary charity offering support for sufferers of panic attacks and OCD. Offers a course to help overcome your phobia / OCD. Includes a helpline. Telephone: 0808 808 0545 Website: www.nopanic.org.uk

No more panic: Information for sufferers and carers of people with panic, anxiety or phobias (OCD). Has a discussion forum.
Website: www.nomorepanic.co.uk

OCD (Obsessive Compulsive Disorder) Action: Support for people with obsessive compulsive disorder. Includes information on treatment and online resources. Telephone: 020 7226 4000 Website: www.ocdaction.org.uk

OCD UK: Charity website run by those with obsessive compulsive disorder. Includes facts, news and treatments. Telephone: 0870 126 9506
Website: www.ocduk.org

Patient Advice & Liaison Services (PALS)

Telephone 0845 170 8000

Panic Attacks: Website offering free online course for people who suffer from panic attacks. Telephone: 01273 776 770 Website: www.panic-attacks.co.uk

PAPYRUS: Teenage suicide prevention society.

Telephone: Hopelineuk 0870 170 4000 Website: www.papyrus-uk.org

Rethink: Support and advice for people living with mental illness.

Telephone: 020 8974 6814 Website: www.rethink.org

Samaritans: Confidential support for people experiencing feelings of distress or despair. Telephone: 08457 90 90 90 (24 hour helpline)

Website: www.samaritans.org.uk

Sane: Charity offering support and carrying out research into mental illness.

Telephone: 0845 767 800 (daily 1 p.m. / 11 p.m.) Email: sanemail@org.uk

Website: www.sane.org.uk

Shaw Trust: Provides training and work opportunities for people who are disadvantaged in the workplace due to disability, ill health or other social circumstances. Helpline: 0800 085 1001 Website: www.shaw-trust.org.uk

Sign: Helps to prevent hearing impaired people developing mental health problems. Telephone: 01494 687600 Website: www.signcharity.org.uk

SupportLine: Telephone helpline for children, young adults and adults. Provides emotional support on wide range of issues including support to anyone suffering from mental illhealth. Also details of counsellors and agencies throughout the UK. Telephone: 01708 765200 Email: info@supportline.org.uk

Threshold Women's Mental Health Infoline: National freephone telephone information service concerning women's mental health. Provides details of local and national services throughout the UK. Wide ranging information about mental health issues, a series of fact sheets written specifically for women on a wide range of different mental health issues, emotional support for women seeking information. Telephone: 01273 622886 Website: www.bht.org.uk

Time to Change: England's most ambitious programme to end discrimination faced by people who experience mental health problems. Website: www.time-to-change.org.uk

Together UK (Working for Wellbeing): Provides services in the community and hospitals and prisons for people with mental health needs and their carers. Services include advocacy, assertiveness, outreach schemes, community support, employment schemes, helplines, information, respite for carers, social clubs, supported accommodation including 24 hour care. Telephone: 020 7780 7300 Email: contactus@together-uk.org Website: www.together-uk.org

Triumph Over Phobias

Telephone 0845 600 9601 Website www.topuk.org

UK ADVOCACY NETWORK (UKAN): National federation of user-led groups involved in advocacy, patient councils, service planning etc. Provides information and training in mental health advocacy and user involvement. Email: office@u-kan.co.uk Website: www.u-kan.co.uk

Young Minds: Information on child and adolescent mental health. Services for parents and professionals. Telephone: 0800 018 2138 Website: www.youngminds.org.uk

NB: We are not recommending the use of any of these services but have every reason to believe they are useful sites for you to use.

