

A Guide to our Services

What is Mind in Croydon?

Mind in Croydon is a very active charity that continues to be at the forefront of developing ways to work with people with mental health problems and their families in Croydon.

It aims to increase understanding of the difficulties faced by those with mental health problems and to express the views of its members on mental health issues and services. Its various projects help to relieve social isolation, enable people to acquire skills for independent life and promote positive mental health.

Mind in Croydon is working to promote good mental health and it seeks to empower people to lead a full life as part of their local community. It works with and supports people with mental health problems and their relatives and carers, living in the London Borough of Croydon and surrounding areas.



INDEX

Information Service	4
Active Minds	5
Advocacy	6
Counselling	8
Carers' Support	10
Employment Support	11
MindMatch	12
Social Networking Service	13
The Hub	14
Welfare Benefits	15
Education	16
Fundraising	17
Donating	18
Feedback	19
Membership	21
Application to become a member	22
Quality Standards	23

Information Service

Using our extensive knowledge of the facilities which exist in the borough of Croydon and nationally we will do our best to signpost you to services which may be of help. Many people who contact our Information Service can be helped by one of the services that we provide at Mind in Croydon.

We regularly update our Online Guide to Mental Health Services in Croydon which is available at: www.mindincroydon.org.uk.

We can also give information about mental health issues and have a range of free leaflets on mental health topics which are available on request (depending on stock).

Our Twitter and Facebook pages are regularly updated with information about our services and other interesting mental health news.


Follow us on:

Website: www.mindincroydon.org.uk

 Facebook: Mind in Croydon

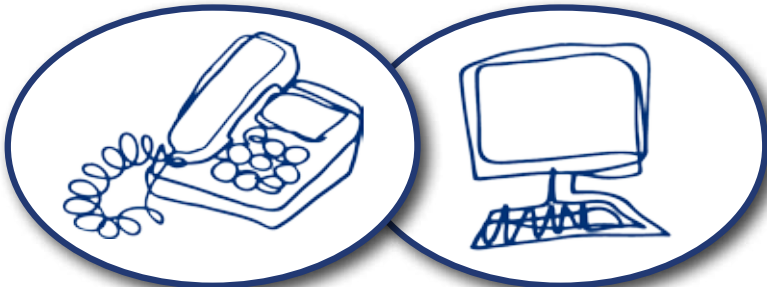
 Twitter: @mindincroydon

 Wordpress Blog: Mind in Croydon

 Instagram: @mindincroydon

Opening Hours: Mon - Fri 9am - 5pm
(answerphone out of hours)

Contact: T: 020 8568 2210
E: admin@mindincroydon.org.uk
25 Pampisford Road, Purley, Surrey CR8 2NE



Active Minds

Active Minds promotes physical and mental wellbeing by supporting people with experience of a mental health problem to make healthy lifestyle changes to benefit both physical and mental health. We break down the barriers faced when taking part in sport and activities in the local community. We have trained volunteers who can support you to take part in your chosen activity.

Active Minds run a variety of friendly accessible sports and healthy lifestyle groups across Croydon from relaxation to gardening, badminton to yoga, cycling and more. Please check our website for an up to date list of activities and to complete a referral form.

Please contact us if you would like to become a volunteer.



To complement our activity groups

Free 12 month lifestyle programme to support you to make your chosen healthy lifestyle change such as:

- * 12 weeks stop smoking support or support to cut down on the amount you smoke
- * Weight management and nutrition advice
- * Cutting down on the amount of alcohol you drink
- * Wellbeing assessment
- * Support to increase the amount of physical activity you take part in.

Call us today to find out more.

Opening Hours: Mon - Fri 9am - 5pm

Referrals: Via GP, Community Mental Health Team or any other mental health professional.

Contact: T: 020 8253 8205 / 8206

E: activeminds@mindincroydon.org.uk
Orchard House, 15A Purley Road,
South Croydon, CR2 6EZ



Advocacy for Croydon is a partnership between:
Advocacy for All (Charity No. 1064855)
&
Mind in Croydon (Charity No. 1073880)

FREE - CONFIDENTIAL - INDEPENDENT

An advocate supports someone to express their views & wishes if they feel unable to do so. It enables someone to say what they want, secure their rights and be involved with decisions that are being considered.

We provide advocacy on an issue based, one-to-one, instructed advocacy model.

Independent Mental Health Advocacy (IMHA)

Independent Mental Health Advocates are specially trained to work within the framework of the Mental Health Act 1983 (2007). Anyone who is being treated compulsorily in hospital or in the community under a section of the Mental Health Act has a right to an IMHA Advocate. The IMHA can support someone to exercise their rights and ensure they can participate in the decisions that are made about their care and treatment. An IMHA can provide support at relevant meetings to ensure someone's views and wishes are represented.

The IMHA service is made accessible to IMHA qualifying patients across the Croydon wards at the Bethlem Royal Hospital. The Mind in Croydon Advocacy Service provides an IMHA service to qualifying patients residing and receiving treatment funded by Croydon.

Generic Advocacy

We provide independent advocacy to adults who identify themselves as mental health service users, admitted informally to hospital or living in the Croydon borough. Individuals may require assistance with clarifying their options and presenting their views to professionals involved in their care or treatment.

The service operates drop-ins around the borough. Please look at our website to see when and where the drop-ins are currently being held or contact us using the details below.



Opening Hours: Mon - Fri 9am - 5pm - By appointment only

Referrals: Self-referral or referral via family, friend and other health care professional with client's consent.

Referrals & T: 020 8763 6730

Enquiries: E: advocacy@mindincroydon.org.uk

The advocacy service is a free, independent and confidential service and is accredited by Quality Performance Mark by NDTI.

Counselling

One to One Counselling Service

We are a British Association for Counselling and Psychotherapy (BACP) accredited service offering professional counselling to people presenting with a wide range of psychological or emotional problems.

Our counselling service is on a one to one basis over a 12 week period. A minimum donation is required for each 50 minute session.

Group Therapy

We also hold group therapy on Anger Control Training and Hoarding.

Anger Control Training

This programme is a mixture of teaching in a class and homework and aims to help people to understand why they get angry and how to control it.

Hoarding Project

The purpose of the project is to provide free group counselling sessions to participants, who reside in the Borough of Croydon, in order to help them examine why they collect items that clutter the home and what would it be like to consider letting some of these go.

As part of the project, if participants feel comfortable to do so, they will be introduced to De-Clutter Buddies who will come to your home on invitation and look at what could be done to support you in this decluttering.

The Counselling Service aims to promote good mental health by providing a high quality professional service in a confidential and safe setting.



Carers' Counselling Service

Are you providing unpaid support for family or friends who could not manage without your help? Are you caring for a relative, partner or friend who is ill, elderly, disabled or has mental health or substance misuse problems? If so, you can apply for 6 free counselling sessions and /or attend free groups with our Carers' counselling Service .

As a carer you may face a number of difficulties which are hard to deal with emotionally and which cause you distress. Counselling can provide you with an opportunity to talk about these emotional difficulties with someone who is trained to listen. It can help you to understand what you are experiencing and to see the difficulty in a more manageable way.

If you are a carer, 18 and over and live, work or attend college in Croydon or care for someone who lives, works or attends college in Croydon you are able to apply for Carers' Counselling at Mind in Croydon.

Opening Hours: Mon, Wed & Thurs 9.30am - 9pm
Tues & Fri 9.30am - 5.30pm

Referrals: Self-referral only.

Contact: T: 020 8763 2064
E: counselling@mindincroydon.org.uk
26 Pampisford Road, Purley, Surrey CR8 2NE



Carers Support

Mental Health Carers' Support Service

Are you living in Croydon, 16 years or above and looking after someone with a mental health problem? If so, you are a carer. Carers can be relatives, partners, friends or neighbours.

As a carer you may not be aware of what help there is available to you. The Carers' Support Service can provide you with:

- * Information on services available
- * Support to access help you need
- * An advocacy service
- * Emotional support
- * Access to events and workshops
- * An opportunity to meet other carers
- * Opportunities to get involved in the planning and development of services for carers.

We run regular monthly carers meetings on the first Tuesday of each month from 5.30pm to 7pm.

Details of which can be found on our website: www.mindincroydon.org.uk.

Opening Hours: Mon to Thurs 9am - 5pm

Referrals: Anyone can make a referral to the service

Contact: T: 020 8588 1210

E: carers.support@mindincroydon.org.uk

Employment Support

Employment can contribute to a meaningful and productive life. It reduces social exclusion and helps promote recovery in mental health.

Mind in Croydon Employment Support is a service designed to assist people with mental health problems to find work.

People who access the service will be provided with a dedicated Vocational Advisor who will assist them throughout their time with the service and take special interest in their progress.

We will provide the person with individualised support in many areas to help increase a person's independence and work related skills. This support includes helping the person into volunteering and further education as a stepping stone into work, helping them improve their CV and enhancing their career prospects/employability. We will also give advice on possible career opportunities and create development plans to help move people towards employment goals, focusing on strengths and abilities, and overcoming the barriers someone may face when accessing work.

So whether you are looking to access employment as soon as possible or in the near future we can help you.

For more information about the Employment Support Service please get in touch with a member of the team.



Opening Hours: Mon - Fri 9am - 5pm

Referrals: Please contact us using the details below.

Contact: T: 020 8253 8203 / 8204 / 8207

E: ess@mindincroydon.org.uk

Orchard House, 15A Purley Road, South Croydon, CR2 6EZ

MindMatch

MindMatch works with a client to create a personalised support plan. The client is in control of what services they want to access and a support plan is put together with the aim of assisting them to increase their independence and involvement in the community. Support packages include outreach services, group sessions, training, gardening, physical exercise, dance classes, wellbeing and day services.

The service is usually paid for by a personal budget, however, this does not exclude someone from using the service if the service is paid for by other methods.

MindMatch also specialises in matching an experienced mental health support worker with a client. Together they make a structure for reviewing their progress.

More information can be found at www.mindmatch.org.uk



Opening Hours: According to needs

Referrals: Self-referral

Contact: T: 020 8688 1210

E: mindmatch@mindincroydon.org.uk

Fairfield House, 10 Altyre Road, East Croydon CR0 5LA

Social Networking

Our Social Networking Service, based at Fairfield House, promotes recovery and social inclusion in service users recovering from mental health problems. It facilitates and assists their participation in mainstream activities with the aim of reducing their dependence on mental health services over time.

Clients are assigned a caseworker to help them identify and access activities. Types of activities include those related to sport and exercise, family and neighbourhood, faith and cultural communities, education and the arts.

Opening Hours: Mon - Fri 9am - 5pm (can be flexible to accommodate needs)

Referrals: Please contact us using the details below.

Contact: T: 020 8688 1210
E: fairfield@mindincroydon.org.uk
Fairfield House,
10 Altyre Road,
East Croydon
CR0 5LA



The Hub

The Hub at Fairfield is an extension to Mind in Croydon's Social Networking Service which offers support to people to understand and manage their mental and physical health issues.

The Hub also provides a safe place for people who are lonely and isolated to meet and socialise with people and a place for them to receive practical help and advice.

How do we do this?

The Fairfield Hub aims to help people with practical support including:

- * Form Filling
- * Benefit Issues
- * Managing Bills and Debt
- * Outreach Support
- * Community issues (issues with neighbours)

When time allows The Hub can also offer occasional help with basic forms, and general advice in relation to benefits and debt management. (Please see page 15 for more detailed Welfare Benefits help).

Opening Hours: Wednesdays and Saturdays 10am - 4pm.

Referrals: Referral via health and social care professionals, G.P. other mental health services

Contact: T: 020 8588 1210
E: hub@mindincroydon.org.uk
Fairfield House, 10 Altyre Road, East Croydon CR0 5LA



Welfare Benefits

The Welfare Benefits Advice Service was set up to offer advice and assistance on complex welfare benefits issues to people with mental health problems, their carers, and professionals working in the mental health field.

It is a specialist service focusing mainly on cases which need to be taken to Tribunals on appeal. We also deal with other cases which raise difficult legal issues or which require detailed understanding of the administrative procedures of the Department of Work and Pensions or other public bodies.

Staff permitting, we operate an advice line on Tuesday from 10am to 1pm and on Thursday from 1pm to 4pm on which we can advise on any benefit issues. Please telephone 020 8763 2037 or email wba@mindincroydon.org.uk and we will endeavour to respond within these advice times.

Although we have waiting lists on all our services we will, where possible, offer assistance with the completion of welfare benefits claim forms, to access this service you can phone/leave a message on 020 8763 2037, these messages will be picked up once a week.

We can offer advice, support and consultancy where necessary to people helping clients with any sort of benefit problem. If you are a professional we have a direct line for you to use, please email us and we will send details of this.

Opening Hours: Mon - Fri 9am - 5pm

Referrals: Via any mental health professional or Carer. We also accept Self-referrals

Contact: T: 020 8763 2037
F: 020 3740 9858
E: wba@mindincroydon.org.uk
Orchard House, 15A Purley Road, South Croydon, CR2 6EZ



Education

DVDs

Mind in Croydon has a reputation for the production of ground-breaking documentaries and training films on a range of mental health subjects. Subjects covered include self-injury, dual diagnosis, spirituality and mental health and sex, relationships and mental health. These films are recommended by the Department of Health and other relevant professionals - more information is available on our website at: www.mindincroydon.org.uk.

Training and Talks

We may also depending on resources be able to provide speakers to talk about our work and mental health issues generally to a variety of organisations ranging from schools and colleges to other health and social work professionals. We also provide training to agencies on subjects such as Mental Health Awareness and Understanding Self-Injury.

If you have any requests for speakers or training, please email the full details to admin@mindincroydon.org.uk and we will contact you to discuss. Fees are charged for training and donations requested for talks.

Contact: T: 020 8668 2210
E: admin@mindincroydon.org.uk



Fundraising

What's different about our shops?

Like most charity shops in the High Street we sell donated goods to raise money for a good cause. Our shops are different because all the money raised goes directly to support projects for people with mental health problems in Croydon.

We will regularly feed back to our customers about how the money that our shops raise results in a positive effect on the lives of people who have mental health problems and their families in Croydon.

There are two Mind in Croydon shops which are an invaluable source of fundraising.

They are at:

Mind in Croydon Shop
289 Lower Addiscombe Road
Addiscombe
CR0 6RE
T: 020 8662 9383
Mon to Sat: 10am - 4pm

Enterprise Shop
18 Westow Street
Upper Norwood
London, SE19 3AH
T: 020 8771 5950
Mon to Sat: 10am - 4pm

We also own a third shop run by National Mind's Retail Company

135 Addington Road
Selsdon
Croydon, CR2 8LH
T: 020 8651 4114
Mon to Sat: 9am to 4.30pm



Donating

How can I donate money to Mind in Croydon?

If you would like to support us to continue our work in the community by making a donation you can do so using the following methods:

- * Visit our website www.mindincroydon.org.uk and make a donation online via PayPal or CAFDonate.
- * Send a cheque made payable to Mind in Croydon to 26 Pampisford Road, Purley, Surrey, CR8 2NE.
- * Donate via text by typing MINDCROYDON 10 (to donate £10 for example) to 70085.
- * Through our JustGiving page - www.justgiving.com/mindincroydon/

Fundraising

We always welcome ideas about fundraising. If you are planning an event, we want to hear about it! Please email admin@mindincroydon.org.uk and we will endeavour to help you as much as possible.

Legacies

To find out how to leave a legacy to Mind in Croydon in your will please call 020 8558 2210 for more information.

Do you have any feedback?

To help us to continue to improve our services we would like to hear from you.

If you feel we have done something well, please tell us. You can do this by using the form on the next page. If you are dissatisfied with the service you have received, a copy of our complaints procedure (along with all our policies) is available on our website www.mindincroydon.org.uk or call 020 8558 2210. Alternatively, you can also use the form on the next page to get in touch.

Feedback

Title:

Forename:

Surname:

Address:

Post Code:

Tel:

Email:

Type: *(please tick)*

- Compliment
- Comment
- Complaint

Subject:

Please give details here:

Please send to: Richard Pacitti, Chief Executive, Mind in Croydon, 26 Pampisford Road, Purley, Surrey, CR8 2NE.

In accordance with Data Protection Law, we will only use your personal data for those purposes for which you have given your permission. A full copy of our Privacy Statement is available at www.mindincroydon.org.uk

Membership

What are the benefits of being member of Mind in Croydon?

By becoming a member you can help us to continue our valuable work within the Croydon community and find out about exciting new ideas and projects. You can do this by completing the application form on the next page and sending the appropriate membership subscription to Mind in Croydon.

What do I get when I join?

1. A membership Pack including:
 - Information about all our services
 - A copy of our Memorandum & Articles of Association
 - The current Annual Report
2. An opportunity to become actively engaged in supporting our work.

Each year you will receive:

- * An invitation to the Annual General Meeting (or any other General Meeting) of the Charity, together with a statement of the accounts and other supporting documents and a right to take part and vote at such meetings
- * An Annual Report
- * Regular newsletters keeping you up to date with our work

Application to be a member

Please note, your application is subject to approval from the Board of Trustees

I would like to help the work of Mind in Croydon and wish to become a member.

I enclose: (please tick)

- £50 for life membership £7 for 1 year's membership
- £1 for 1 year's membership for regular voluntary helpers at one of Mind's shops or other projects, or regular users of Mind services.

Please give a reason why you would like to become a member of Mind in Croydon

Membership Guarantee

(Mind in Croydon is a charitable company limited by guarantee)

I understand that in the event of Mind in Croydon Ltd. being dissolved with liabilities greater than its assets I may be called upon as a member of the company to pay a sum not exceeding one pound (£1).

Signed: Date:

Name:

Address:

Telephone:

Please send to: Membership Secretary, Mind in Croydon, 25 Pampisford Road, Purley, Surrey, CR8 2NE. Please make cheques payable to Mind in Croydon.

In accordance with Data Protection Law, we will only use your personal data for those purposes for which you have given your permission. A full copy of our Privacy Statement is available at www.mindincroydon.org.uk

What Quality Standards do we work to?

Mind in Croydon has achieved level 3 (the highest level possible) of “Quality Management in Mind” and therefore has also achieved “Charity Commission endorsement”. Quality Management in Mind is a unique tool developed specifically for use with community based mental health services and provides a clear set of standards against which all local Mind associations measure their performance. The Charity Commission kite mark is intended to reinforce to stakeholders and external bodies that Mind in Croydon is meeting all the requirements of being an effective charity and is providing services that meet and exceed the needs of its service users. Our Counselling Service is BACP accredited and our Advocacy Service holds the advocacy Quality Performance Mark (QPM). Our Welfare Benefits Advice Service holds the Advice Quality Standard (AQS). We are also a London Living Wage Employer and registered as a Croydon Good Employer.

We have won a series of National Awards for the Services we provide including an NHS CSIP Positive Practice Award, a Third Sector Excellence Award for Employee Innovation and the National Health and Social Care Award for our work transforming the lives of people with mental health problems.



Equal Opportunities, Equality and Diversity

Mind in Croydon is committed to achieving equal opportunities in employment and the services we provide. A copy of our Equal Opportunities, Equality and Diversity Policy is on our website: www.mindincroydon.org.uk.

“Mind in Croydon is a true example of using innovative projects to improve the lives of people with mental health problems.

As national winner of the Health and Social Care Awards, Mind in Croydon demonstrates healthcare at its very best.”

Ruth Carnell
Chief Executive of NHS London

Mind in Croydon
26 Pampisford Road
Purley, Surrey CR8 2NE

Tel: 020 8568 2210
Fax: 020 8763 2084

admin@mindincroydon.org.uk
www.mindincroydon.org.uk



Like us on Facebook
'Mind in Croydon'



Like us on Instagram
@mindincroydon



Follow us on Twitter
@mindincroydon



Follow us on Wordpress
Mind in Croydon

Mind in Croydon is a company limited by guarantee
Charity No: 1073880
Company no: 3697578