

Autumn Edition

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Activities**



Worry Tree



**A day in the
life of a Peer
Bank Worker**



**Employment
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Welcome

A very warm welcome to our first edition of the Community Living Well magazine.

This quarter's magazine features a wide range of articles that each focus on a different aspect of mental health, with advice provided by our seven services. Make sure to check out this quarter's feature piece on Self-Care activities. These are activities available to you in the community that teach you techniques to improve your mental health and wellbeing.

Our service has been developed by members of the community and so we would like to hear your stories. If you have used Community Living Well and would like to share your experiences, please get in touch.

We hope you enjoy this edition and find the information helpful.

Editor: [Tamsin Cogan](#)
Marketing Coordinator



Community
LivingWell

Working together for your wellbeing

Our Services

If you are 16 or over or caring for someone who is then our service offers a different kind of mental health support. It makes it easy for you, and for anyone who cares for you, to access a wide range of clinical and wellbeing services.

It brings people together from your local community groups, NHS and the voluntary sector in one service which will work alongside you and your GP to help you access the support you need. Find out more information and whether Community Living Well can help you on our [website](#).

We offer people registered with a GP in Kensington and Chelsea, and the Queen's Park or Paddington areas of Westminster easy access to a range of services in one place, including:

Wellbeing Support

- **Employment** – Advice and support to gain or retain paid employment, improve employability skills and know your rights in the workplace
- **Navigators** – Practical support with a range of issues, including benefits and debt; support to access specialist advice and information to take steps to improve your wellbeing
- **Peer Support** – Social activities, peer support groups and one-to-one support with other people who have had similar experiences to you
- **Self-Care** – Activities which can help to keep yourself well

Clinical Support

- **Psychological Therapies** – support for when you experience difficult emotions, such as low mood, worry and stress
- **Mother Tongue Counselling** – culturally appropriate one-to-one talking therapies and wellbeing workshops in Arabic & Farsi
- **Primary Care Liaison** – Structured support from specialist mental health nurses and workers



Our Partners



West London Clinical Commissioning Group

West London CCG has the overall responsibility for planning, developing and implementing Community Living Well, as well as engaging with local people to ensure that the services meet their needs.

Clinical Services

Primary Care Liaison and Psychological Therapies

Central North West London NHS Trust

The Central North West London NHS Trust (CNWL) is the provider for both the Psychological Therapy and the Primary Care Liaison Nurse teams within Community Living Well. CNWL is one of the largest trusts in the UK, caring for people with a wide range of mental health needs.

Mother Tongue Counselling

Brent, Wandsworth and Westminster Mind

Mother Tongue Counselling is delivered by Brent, Wandsworth and Westminster Mind (BWW). It aims to support Arabic and Farsi (Persian) speaking communities in Kensington and Chelsea, Queen's Park and Paddington to access talking therapies and other primary care services. BWW Mind aims to promote the best mental health services for those in their community.

Wellbeing Services

Peer Support

Kensington and Chelsea Mind

Kensington and Chelsea Mind delivers Peer Support for Community Living Well. Established in 1974, Mind has nearly 50 years' experience of developing and providing innovative mental health services for people living in Kensington and Chelsea.

Navigators

St Mary Abbots Rehabilitation and Training (SMART)

Smart, in partnership with Jobs in Mind, provides the Navigator service for Community Living Well. Smart is a charity that promotes mental health through purposeful activity. They offer a range of recovery, work and training opportunities in a friendly environment.

Employment

Jobs In Mind

Jobs in Mind, in partnership with SMART, provides Employment Support for Community Living Well. Jobs in Mind provide specialist employment support and advice for those struggling with work-related issues caused by stress, anxiety or mental health problems.

Self-Care

Kensington and Chelsea Social Council

Kensington and Chelsea Social Council supports local organisations to deliver our Self-Care projects. They are a local voluntary and community sector infrastructure body which counts 370 organisations amongst its active members.

Our Vision

In 2014, the West London Clinical Commissioning Group (CCG) and its partners were selected by the Department of health to test out new ways of getting services to work better together. From the start, partners had a strong desire to bring together services to prevent those experiencing mental health issues from receiving disjointed and unconnected care.

This provided the foundations for a model of care that:

- works as one integrated service
- wraps around the individual
- has the GP at the centre as the accountable clinician responsible for each person's treatment
- highlights the shift from traditional, clinical focussed approaches to a wellbeing approach with equal emphasis on social and clinical needs

The model of care has been developed with individuals and their carers together with clinicians and managers from the NHS, local authority and voluntary sector organisations.

"Co-production is at the heart of what we do"

People told us that they wanted a service that:

- gives equal weight to mental, physical and social wellbeing
- offers a range of new clinical and wellbeing support to meet their needs
- offers hope, strength, resilience and improves wellbeing

Since early 2016 we have been working to implement this service which brings together existing and new mental health and wellbeing services delivered by NHS and voluntary sector organisations. The creation of a joint-up service has eliminated the need for people to retell their story and situation to different clinicians and wellbeing teams and made it easier for individuals to access the service they need quickly using our "no wrong-door" approach.

Having equal partners from different backgrounds has enabled us to deliver a vibrant and positive service that provides access into wider networks of mental health support and focusses on people's strengths.



Violet Melchett Centre

"I have been looking for support like this for a long time and I feel I have been listened to. I have nothing but praise for this service."

We have evolved the service over time, ensuring an easy and seamless pathway between secondary care (treating severe mental health problems) and primary care (treating mild to moderate mental health problems) and bridging the gap

between the two. We continue to have service user representatives helping us to coproduce how the service works, for example designing the leaflets and posters as well as the new service hubs at the Violet Melchett and St Charles wellbeing centres.



St Charles Centre



7 Services



3 Sites



170 Employees



Self-Care Activities

There are lots of things you can do to take care of your mental, emotional and physical health. Self-Care is something that many of us overlook, often because we are unaware of all the tools and support available on our doorstep. There is a whole host of activities on offer that are designed to improve mood and reduce anxiety. The Community Living Well website has details on the eight local Self-Care projects that will help you to feel better, stay well or manage existing medical conditions.

Better Life Befriending



Better Life Befriending helps parents build friendships and develop confidence to enable them to pursue their life goals through weekly befriending sessions that include activities such as yoga, art or volunteering. Rita has sent her children to their holiday sessions for years and was recently encouraged to join the project. She is a single parent and, in the past, has struggled to know who to turn to for support. The scheme has helped her resolve her housing issues and signposted her to other services for support on financial issues. Rita was grateful to have someone to confide in and says the scheme has empowered her to manage her own financial decisions.

Contact: amie@solidaritiesports.org.uk

Call: 0779 1871 910

Volunteering



Volunteering on Prescription is a programme where volunteers help to design and deliver the activities. Volunteering can help to improve the skills, knowledge and confidence of people with stable mental health needs, enabling them to have more control over their wellbeing and support others to do the same. Mark's reasons for joining were twofold: he wanted to build his self-esteem and explore other career paths. He has participated in community volunteering challenges such as the Kensington and Chelsea Age UK monthly afternoon tea for elderly people. The programme has given Mark a new zest for life, as he enjoys supporting other people and giving back to the community he loves.

Contact: iuliana.dinu@vckc.org.uk

Call 020 8960 3722

Multilingual Support Service



The BME Health Forum offers a mother tongue service which is available in Arabic, Bangla, Somali and Spanish. The project provides emotional and practical support and help to access other longer-term services. Maryam came to London several years ago and has subsequently experienced feelings of isolation and loneliness. The sessions helped Maryam get her degree certified and access English lessons. She now feels confident enough to access other services by herself and appreciated the initial support from the project to take the first steps.

Contact: nafsika.thalassiss@bmehf.org.uk

Call 0795 8479 217

Unwind Sessions



SMART offer therapy sessions such as head massages and reflexology. Massage has been shown to reduce stress and improve feelings of wellbeing. John was referred to the service by his therapist as they believed it would vastly improve his Post Traumatic Stress Disorder symptoms. John has now benefitted from 6 sessions of massage and enjoys talking to the other people at the service.

Web: smartlondon.co.uk

Call: 0784 1016 154

Community Theatre Project



Queen's Park Community Theatre runs a theatre project which focusses on a different aspect of mental health every quarter and supports people to build up their confidence and reflect on ways they can manage their mental health. Julie found the project to be a welcoming and safe space. The 12 sessions taught her new skills about controlling and channelling her emotions which she can employ in her everyday life. Julie never thought she would perform or even like theatre but thoroughly enjoyed the experience.

Contact: sarajane@pdt.org.uk

Re-connect - over 55's



This mindfulness group gives people the tools to re-connect with the present moment and helps to improve wellbeing. Lee had previously encountered mindfulness groups through other services, but had always felt sceptical about their benefits. Since joining, he has taken to the group and appreciates that the facilitator always thoroughly explains what they are doing and why. He has even started trying the techniques at home, "Practice makes perfect", he says.

Contact: kensingtonandchelseaforum@outlook.com

Call 07443 647222

LGBT Advocacy



This project provides one-to-one mental health support for lesbian, gay, bisexual, and trans people - helping them to express their views and wishes and stand up for their rights. Tom, an asylum seeker suffering from long-term depression, received help to access mental health services and contact the Home Office. He appreciated being able to speak to someone who understood his case and was grateful that his living situation is now secure.

Contact: jenny@stonewallhousing.org.uk

Call 0207 359 6242.

Older African Men's Club



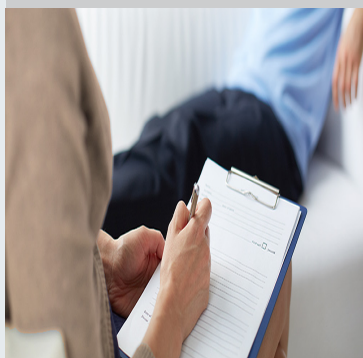
The "Like the Old Days" Club meets fortnightly and brings older African men together to enjoy traditional meals in each other's company, as well as access information and share experiences. Oni met the group leader at a community event and was keen to meet other like-minded people. He has enjoyed the yoga classes and thinks it has improved the way he feels physically.

Contact: fawauk@yahoo.co.uk (Oola Balham)

Call: 0741 5250 613



Psychological Therapies



We asked Psychological Therapies Clinical Lead Lucy Wilson-Shaw about the types of support her service provides

Community Living Well Psychological Therapies offers treatment for people experiencing anxiety, stress, depression, low mood or difficulties managing the practical and emotional aspects of life with a long-term physical health condition. We offer a range of treatment, including cognitive behavioural

therapy, counselling and guided self-help. When you first get in touch we'll talk through the different options and agree together the best therapy for you. Accessing Psychological Therapy couldn't be easier, you can either ask your GP to refer you or complete a short online form available on our website.

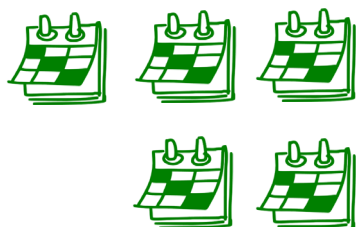
communitylivingwell.co.uk



9,456 referrals received from Sep 2017 - Aug 2018



Patients usually seen within 15 days of their referral



On average people receive 5 - 12 appointments

(Depending on the type of treatment)



“The service helped me understand what I was going through. It helped me to make better choices and not make the same mistakes. It helped me see my situation from a different perspective - Psychological Therapies”



Tips for Wellbeing - The Worry Tree

Looking for work can be stressful and frustrating. Whether you are looking for a new job or returning to employment after a lengthy break, dedicating time to completing applications can be disheartening if you get a rejection or miss out on a position you really want. You may also find that you just can't get the applications done because you feel overwhelmed by the task in front of you.

1. Have SMART goals - This stands for Specific, Measurable, Achievable, Relevant and Time-based. Avoid vague goals like "I want to find a job". These make it hard to know where to start and how to measure success. Instead try a SMART goal like, "I will spend 1 hour every other evening at 7pm looking on the internet for jobs in administration using findmeajob.com."

2. Break things down - Thinking about the multiple job applications you need to complete may feel daunting. Break a big task into small chunks and take it one chunk at a time.

3. Ease yourself in - with easier tasks and work gradually towards harder jobs.

8. Present moment focus - If you recognise your thoughts are unhelpful, try to bring your mind back to the here and now. Try to engage with activities that you can actively focus your attention on. This can include anything from socialising and exercise to watching TV or enjoying a hobby.

4. Remember the five-minute rule - The hardest part of any job or task is often the start. Begin by telling yourself "I will try to do this for 5 minutes and then review whether I can continue."

5. Plan and write things down - This is important as we are always more likely to follow a plan if it is written down and well-structured. Try to use a diary and sit down once a week to plan your work schedule using these tips.

7. Recognising unhelpful thinking - "What's the point?", "I should have done this", "What if I don't get the job?" Unhelpful and negative thoughts are common and dwelling on them can stop us from finishing a task. Although they may feel uncontrollable, it is important to remember that they are just thoughts, we have a choice over whether we listen to them or not. Remind yourself that you do not have to grab onto them, they are not facts and you can let them leave your mind.

6. Strive for a work/life balance - Work represents the job applications and interviews and life represents all the fun and relaxing activities you currently enjoy. You can start by writing a list of all the routine, necessary and pleasurable activities you would like to do alongside your job search.



Disclosing your mental health

Starting a new job can be exciting. However, feelings of dread and apprehension are normal, especially if you've been out of work for a long period of time due to mental health issues. The decision on whether to disclose your mental health to your employer or during the recruitment process is a personal choice and entirely up to you. There is no right or wrong answer when it comes to telling people at work but if you do decide to share this information, here are some helpful tips to guide you from the Community Living Well **employment service**.

Deciding when to disclose

A timely disclosure about your mental health could make a real difference. Think about the possible reaction to your announcement; if you believe the reaction will be positive then try and talk to the employer as soon as possible during the recruitment process. If you sense the reaction may be a negative one, choose your timing carefully. You will have more legal protection if you tell your employers after you have been formally offered the role.

Focus on the positives

When talking to your employer, or the prospective company, remember to focus on the positives. For example, you could mention that you have a good support network around you, your medication is working and under control and you are able to spot the signs of becoming unwell. You can let them know that given the right support, you will be able to manage and excel at the job you were hired to do.

It's your decision

Your mental health is a very personal thing and you shouldn't feel forced to disclose to your employer that you are living with an illness. There is no legal requirement for you to tell anyone about your mental health unless there is a risk to yourself or others. If you do decide to tell your employer, they have a legal responsibility to maintain confidentiality, protect you from discrimination and make reasonable adjustments for you.

Disclosing to those you feel comfortable with

Disclosing your mental health doesn't have to mean telling your manager and the whole team; you can also discreetly speak to Human Resources if you prefer. Schedule a one-to-one meeting with an advisor where you can discuss your mental health, how it affects you and what adjustments you think may help you perform well in the role. You don't need to go into too much detail; just focus on your ability to do the job. If you think you'll find it difficult to explain, a letter from your doctor may be a useful thing to bring.

You are not alone

1 in 3 people have experienced mental health problems so please remember that you are not alone. There is a strong likelihood that there will be people you work with that have experienced similar mental health issues.



“I could not have gone back to work without your help.” •
Employment Service



Community Events

Muskaan Khurana, our Community Development worker from the Mother Tongue counselling service shares her experiences of the community health events that she has visited.

I am the Community Development Worker for a service that provides mother tongue and foreign language counselling. My role is to work with local people from the many communities that live in the area to help them gain access to counselling and wellbeing support.

Having worked in the area for over two years now, the one thing I can say with confidence is how strong the community spirit is here. Across the district, the sheer range of local groups and organisations working to improve the health and wellbeing of local people is inspiring.

However, at times, it can also be hard to keep up with what is available and who is doing what. Attending Community Health and Wellbeing events are an excellent way to find and keep connected with local groups and services.

One of the most recent events I attended was a carer's event run by Carer's Network, which is a local service providing support and advice to unpaid carers in Kensington and Chelsea and Westminster so that they are recognised, supported and valued.

At this event, local groups and services provided a collection of information stalls, advice, activities, workshops and delicious snacks and refreshments. Having so many groups and organisations in the same place at the same time makes it so much easier for everyone attending to socialise, meet face to face and talk directly to people linked to local projects and services.

Attending your local Community Health and Wellbeing Events to learn

more about types of support available is a great way to find out about what's available and to make informed health choices that can help you stay well and get the support you need.

If you would like to find out more about future community health and wellbeing events, please check the Community Living Well events calendar on our website where we will be posting event information every month communitylivingwell.co.uk.



“The counsellor paid attention to us individually and showed us our options.”
Mother Tongue
Counselling

Peer Support Story



We offer a range of activities including one-to-one peer support, crafts and jewellery groups, park walks, museum visits and social meet ups. Helen, a regular attendee, shares her story and explains how the service has helped her improve her mental health.



“My name is Helen and I recently joined Peer Support. My GP recommended the service as he believed it would decrease my feelings of loneliness and isolation. I was reluctant at first, as in the past being in a group hasn't helped my condition. I plucked up the courage to sign up but still felt very anxious about starting something new, especially as I've had bad experiences in other peer groups.

My mental health difficulties began when I was very young and from about the age of five I have experienced continual problems. Whenever I went through a low patch or suffered a breakdown I could never understand what was happening to me. Every so often, there are times when my brain still shuts down and I can't get out of bed. I've really benefitted from therapy in the past, but since then I have found it difficult to find and access help locally.

My Community Living Well experience has been very different. I have really enjoyed the peer support activities and it has been lovely getting to know other members. Our similar journeys and experiences mean we have things in common and gel well together. We help each other and respect that there are some topics of conversation that may be upsetting or distressing for others.

The coordinators are very supportive and welcoming and have made it really easy for me to feel comfortable and at ease. Whilst group sessions have made me prone to panic attacks in the past, I've never experienced any anxiety at the peer support groups as I have never been made to feel under pressure. I am now a regular attendee at the crafts group and I enjoy being able to explore my creative side. If you're thinking about joining peer support, I really recommend giving it a go. ”

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A Day in the Life

Our Peer Bank worker describes a typical day at work with the Peer Support team.

“Last year I completed training so that I could use my lived experience of mental health difficulties to help others. Being part of the Peer Support team shows me how helpful it can be to have someone on hand, someone to connect with who has similar experiences of mental health difficulties. As a peer support bank worker I am present at many of the activities. I have experienced a mental illness myself and can draw on my experience to help people with their recovery journey. My typical day starts at one of the community hub groups. These are sessions that include social activities and drop-in peer support. When I arrive, I assist the coordinator with setting up the room to make it a comfortable and safe space for everyone. I spread mental health and wellbeing related information leaflets and self-help tools on subjects such as sleep hygiene and mindfulness across the table.

As people start to arrive I take the opportunity to chat to them and see how they are doing. Some like to have a private talk with me on the side; others enjoy the opportunity to chat and socialise with old and new members alike. Whilst I'm there I encourage members of the group to share how they are feeling so that they can

connect with others and feel less isolated. We also sing and have a meal together - it's a warm and relaxed space.

Afterwards, I head to the Mental Wellbeing Peer Support Group. We begin the session by talking through the comfort agreement that sets out the rules and boundaries of the group. We then go around and ask each person to talk about how things are going for them. My role is to listen and use my personal experiences to relate to members and provide empathetic support and inspire hope for the possibility of change. I can resonate with many of the issues members are experiencing and it is very rewarding to be able to help others by sharing my own story and lessons I've learnt along the way.

My involvement varies from week to week; I don't always need to be the one delivering the peer support, sometimes I simply facilitate as peers connect with and support one another. Other times I share more of my insights and coping mechanisms or techniques that I have found useful. As the group ends, everyone is given the chance to share any final thoughts and reflections on how they found the group. Once everyone leaves, the peer coordinator and I reflect on how the session has gone and plan for the next group. ”

Mental Health and Debt



The Community Living Well Navigator team offers practical support with a range of issues and supports you to access specialist advice, information and other services. For people experiencing issues related to mental health and debt they recommend the mental health and money advice website.

Four million people in the UK are battling mental health and money problems and a further four million are at risk of developing poor mental health because they're experiencing financial difficulties. Together, these issues can create a vicious cycle that may have a negative effect on a person's relationships, work and housing.

The Mental Health and Money Advice website is the first UK-wide online advice service designed to help you understand, manage and improve your financial and mental health.

www.mentalhealthandmoneyadvice.org/en/

The mental health and money advice website offers impartial information and advice on matters such as appealing a benefit decision, writing a will, helping people out of debt and managing money when you are suffering with a mental health problem. It also features budget planners and a universal credit

money manager, as well as real-life stories from those who have experienced problems relating to money and mental health. For each area of advice, the mental health and money advice website provide a list of useful contacts in case you require more detailed guidance.



"The Navigator Service taught me how to manage my money well. I no longer worry about getting to the end of the week or running out of money" - Navigator Service

Other Local Services

There are lots of other services situated within both Kensington and Chelsea and Queen's Park and Paddington. We've included details of some of them below.

Al-Hasaniya

Serving the needs of Moroccan and Arabic-speaking women and their families, they provide support for health, welfare, education and cultural activities.

Activity: Al-Hasaniya Lunch Club

Who's it for: Arabic Women over the age of 55

When: Every Fri 1-4pm

Where: Bays Trellick Tower, Golborne Road, W10 5PA

Email: contact@al-hasaniya.org.uk

Call: 020 8969 2292

Web: al-hasaniya.org.uk

Age UK

Age UK's Friends and Neighbours project can help you to lead a full and active social life by connecting you with others who have similar hobbies and interests. Whether you want to meet new people,

take a trip or learn a new skill, they offer a huge range of events, activities and clubs to keep you busy.

Email: bkerr@aukc.org.uk

Age UK also run a regular knitting group where people can meet to knit, chat and unwind over a ball of yarn. It's great to have a natter whilst you stitch, and this group provides a great opportunity to make some new friends.

Email: event@aukc.org.uk

Call: 020 8969 9105

Web: ageuk.org.uk/kensingtonandchelsea

Octavia Foundation

Individuals are matched with a volunteer befriender who visits once a week for a minimum of six months. A befriender can visit in the person's own home or provide the support needed to venture out.

Octavia support can also signpost users to other activities run in their centres.

Email: raksha.gadhbi@octavia.org.uk

Call: 020 8354 5532

Web: octaviafoundation.org.uk

Dalgarno Trust

The VIP programme (standing for Very Important People) seeks and engages with people of any age who may have become socially isolated and lonely. People can participate in events and activities aimed at encouraging them to engage with each other and the wider community.

Email: davendra@dalgarnotrust.org.uk

Call: 020 8969 6300

Web: dalgarnotrust.org.uk

Westminster Council

There are regular reading groups, as well as special interest groups (e.g.

crime readers) held in Westminster on a regular basis. Sessions are free, friendly and informal and you will be made to feel very welcome. Each session has a theme, with time allocated for general discussions, guest speakers and refreshments.

Email: homelibraryservice@westminster.gov.uk

Call: 020 7641 5405

Web: westminster.gov.uk/reading-groups

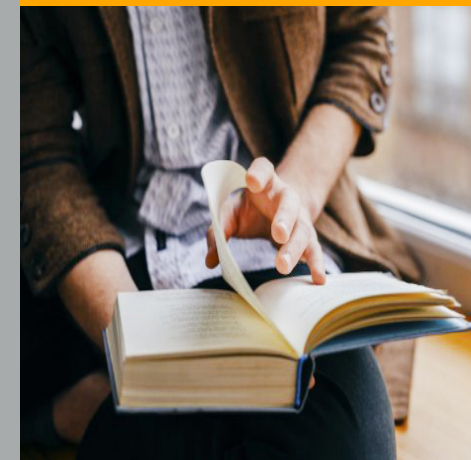
Home Library Service

Venture Centre

Whether you're 55 or 85, it is never too late to take up a yoga class. Yoga is a very gentle and relaxing technique that helps to release stiffness and tension from all parts of the body and is therefore ideal for people over 50. The classes take place in North Kensington and focus on standing and lying positions to increase core strength and flexibility.

Email: info@venturecentre.org.uk

Call: 020 8960 3234





Community LivingWell

Working together for your wellbeing

Locations

CLW North Hub

St Charles Centre for Health
and Wellbeing, Exmoor
Street, W10 6DZ

CLW South Hubs

Violet Melchett Health
Centre, Community Living
Well, 2nd Floor, 30 Flood
Walk, Chelsea, SW3 5RR

Gertrude Street
15 Gertrude Street
London, SW10 0JN

Contact

communitylivingwell.co.uk

020 3317 4200 | cnw-tr.clw@nhs.net

Community Living Well is not a crisis service. If you are worried about your mental health or the mental health of a friend or family member then please contact the Single Point of Access for help, advice or support over the phone, 24 hours a day.