

Community Living Well

Autumn/Winter
2021



In this edition

**How to support
someone**



**Local specialist
services**



**New: Community
Mental Health Hubs**



Community
LivingWell

Working together for your wellbeing

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Editor's Letter



Welcome to the Autumn/Winter 2021 edition of Community Living Well magazine. I do hope you've been keeping well.

Although most restrictions have now been lifted and we've been able to return to 'normal', the effects of Covid-19 and lengthy lockdowns have made quite an impact on our daily lives and our overall wellbeing.

The long-term effects have impacted us in different ways, so in this issue I wanted to make sure people had access to practical information and advice.

Our mental health is often affected by worries about our work, money or living situation, so we've included articles on where to get support with benefits and employment, and listed other specialist local services that are available to you.

The team who run the Well Read play-reading group have written an article about their work, and how getting involved can help to improve your mental wellbeing. We also spoke to Amal, a member of the local Muslim community, who has recently completed some Talking Therapy sessions for support with her anxiety. She wanted to share her story in the hope it would encourage others to get support.

I do hope you will find the articles useful. Please don't hesitate to refer yourself to Community Living Well if you feel you need additional support.

If you have any suggestions or feedback about the magazine, please contact me at stewart.gillespie@kcmind.org.uk.

Take care,

Stewart Gillespie – Marketing Coordinator

How to Refer



You can refer to the Community Living Well service quickly and securely by completing the form found here: communitylivingwell.co.uk/self-referral-form-mental-health/. Alternatively, you can ask your GP to refer you.

After we have received your information, we will be in touch within 5 working days. If you have any questions about the referral process or other parts of Community Living Well, please contact us on **020 3317 4200**

Community Living Well

Eligibility

Community Living Well is your community mental health service for Kensington & Chelsea, Queen's Park and Paddington. It is a service that offers you, or the person who cares for you, a different kind of support for your mental health needs.

It brings people together from your local NHS, voluntary sector, local community groups and specialist mental health care in one service, which will work alongside you and your GP to help you access the support you need.

Our model of care aims to:

- work as one integrated service with a focus on your recovery needs and goals
- work with the GP at the centre as the accountable clinician responsible for each person's treatment and care

Our Partners

Central and North West London

NHS Foundation Trust – Talking

Therapies (IAPT) Services

Kensington and Chelsea Mind

– Peer Support Service

SMART (St Mary Abbots Rehabilitation and

Training) – Navigator and Employment Services

Kensington and Chelsea Social

Council – Self-Care Services

Wellbeing Support

Employment – Advice and guidance on looking for work, staying in work, and improving employability skills.

Navigators – Advice and guidance on a range of issues including benefits, debt, housing and signposting to specialist support services.

Peer Support – Groups, social events and activities bringing people together to support and learn from each other.

Self-Care – Support and activities that help you to take care of your own mental, emotional and physical wellbeing.

Clinical Support

Talking Therapies (IAPT) – Talking therapy or counselling that can help you if you are feeling stressed, worried or low in mood.

Community Mental Health Hubs - based around GP surgeries and give you access to specialist mental health support. The Hubs bring together a range of mental health specialists who will work closely together to help you on your journey to recovery. Speak to your GP for more information.

Find out more information and whether we can help you on our website:

communitylivingwell.co.uk



Introducing Community Mental Health Hubs

We are excited to announce the launch of the new integrated community mental health hub model in Kensington and Chelsea and the Queens Park and Paddington area of North Westminster.

The move towards Community Mental Health Hubs is part of a national direction of travel to bring together primary and secondary care mental health services providing a more joined up and seamless experience, both for people receiving services and their carers.

Over the past year, teams in Kensington and Chelsea and Westminster have worked closely with local stakeholders – GPs, local authorities, service users, carers and the third sector - using learning from other CNWL boroughs who are working to the new model and the NHSE framework, to design and implement this change.

Integrated service

Under the new model, we've created integrated and local Community Mental Health Hubs, which promote community resources working together as one team, centred around local Primary Care Networks, to deliver care based on the needs of the population.

The Community Hubs will provide access to a range of mental health specialists, such as GPs, nurses, therapists, social workers, pharmacists and employment support and navigators, all of which will work together to help people on their journey to recovery by providing interventions-based care (like psychosocial interventions, medicines management, and more).

Additional funding has been used to expand the offer, with the addition of more Community Navigators and Peer Support workers, and staff that will help provide dedicated support to those with Complex Emotional Needs.

The model is set up to promote simple routes for GPs to obtain mental health advice and support for patients, as well as triage led by highly-qualified mental health staff to make sure patients get to the right person first time. This closer

working with local GPs will help to share learning, improve communication and avoid siloed care, and builds upon the work done by the current Community Mental Health Teams (CMHTs).

Personalised care

This will better the lives for patients by:

- helping service users access/receive mental health treatment faster when required, preventing relapse
- ensure care is more personalised as service is tailored to local need of the population
- increasing the consistency of care
- making the process to get help simple, with no need to repeat their story.

The Hubs join Community Living Well to deliver the integrated service. This improved service recognises the importance of community and will be working in collaboration with local charities and voluntary organisations to help people connect and make use of their local assets, as well as address social needs such as housing, substance misuse, carers' support and financial advice.

This is the beginning of an exciting journey where care is joined up and centred around the service user to help them achieve the best outcomes and enjoy their lives.

If you need support with your mental health...



If you or someone you know is experiencing mental or emotional distress, speak to your GP. You can find out more about Community Living Well and the Community Mental Health Hubs, including how to self-refer to some services, at communitylivingwell.co.uk



Local Specialist Services



WHETHER it be due to location or needs, in some cases Community Living Well may not be the most appropriate or suitable service for you. We may suggest you seek support from other services in Kensington and Chelsea or Westminster to ensure that you get the right type of support. In this article, we highlight some of the services that are available to you. You can contact them directly if you need to.

The Drug and Alcohol Wellbeing Service (DAWS)



The Drug and Alcohol Wellbeing Service (DAWS) offers free advice, support and recovery services for residents in the borough who are affected by drug and alcohol misuse.

The DAWS team also provide:

- support in homeless hostels and supported housing across the borough to engage residents who have drug and alcohol issues
- support and work in partnership with St Mungos in Redcliffe Gardens where they provide outreach to residents in the Earls Court area
- targeted work with local policing teams to reach out to street drinkers and rough sleepers

For more information...

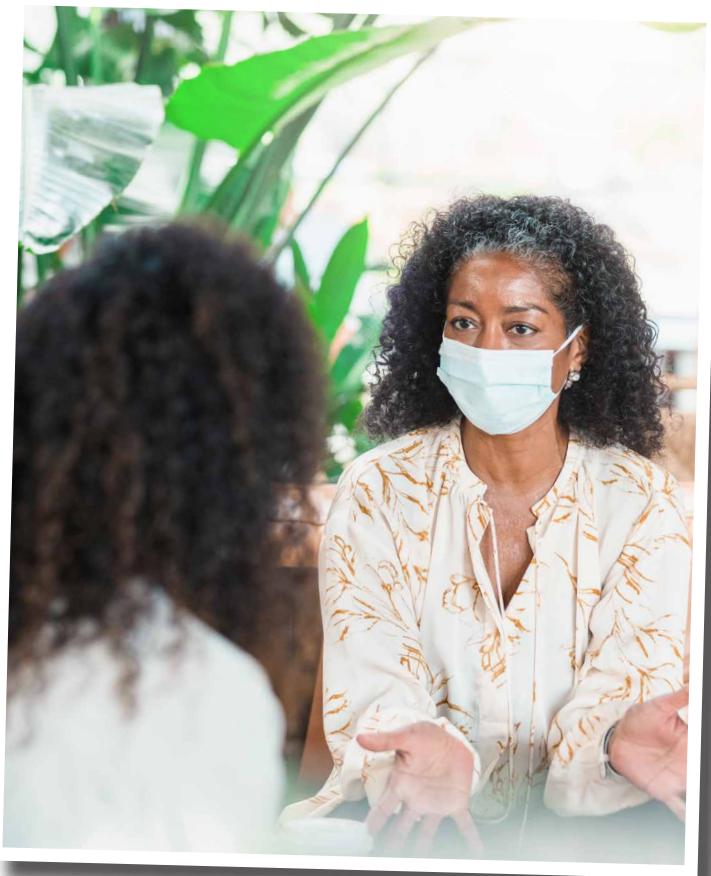
More information: www.turning-point.co.uk/services/daws
Telephone: 0330 303 8080 (9am to 5pm on weekdays)

Perinatal Mental Health Service

The Perinatal Mental Health Service offers assessment and treatment to women experiencing mental health difficulties during pregnancy and within the first year after delivery. This specialist care is delivered close to the maternity unit of your choice, your home or in community centres depending on your preference.

For more information...

Go to: cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/kensington-and-chelsea-perinatal-service





Grenfell Health and Wellbeing Service

The Grenfell Health & Wellbeing Service is a free and confidential NHS service for children and adults affected by Grenfell. They provide a range of psychological therapies and support to help you feel better if you're feeling traumatised, down, stressed or have been bereaved. The easiest way to access the service is to self-refer.

For more information or to
refer yourself...

Web: grenfellwellbeing.com
Email: grenfell.wellbeingservice@nhs.net
Telephone: 020 8637 6279

Woman's Trust

Through their trained and qualified staff, Woman's Trust offer a range of confidential, specialist services designed specifically to support women who have experienced domestic abuse.

For more information...

More Information: womanstrust.org.uk
Email: office@womanstrust.org.uk
Telephone: 0207 034 0303



Vincent Square Eating Disorder Service



The Vincent Square Eating Disorder Service offers a range of specialist services for women and men aged 18 years and over suffering from anorexia nervosa, bulimia nervosa and other eating disorders. The service is located in Kensington and provides a range of eating disorder treatments including outpatient therapy, day patient services and inpatient care.

For more information...

Go to: cnwl.nhs.uk/services/mental-health-services/eating-disorders/vincent-square-eating-disorder-service-national
Email: vincentsquareeds@nhs.net
Telephone: 020 3315 2104

Check-in and Chat

CNWL's Check In & Chat Service provides a friendly, trained ear to support unpaid carers who may be experiencing isolation or loneliness.

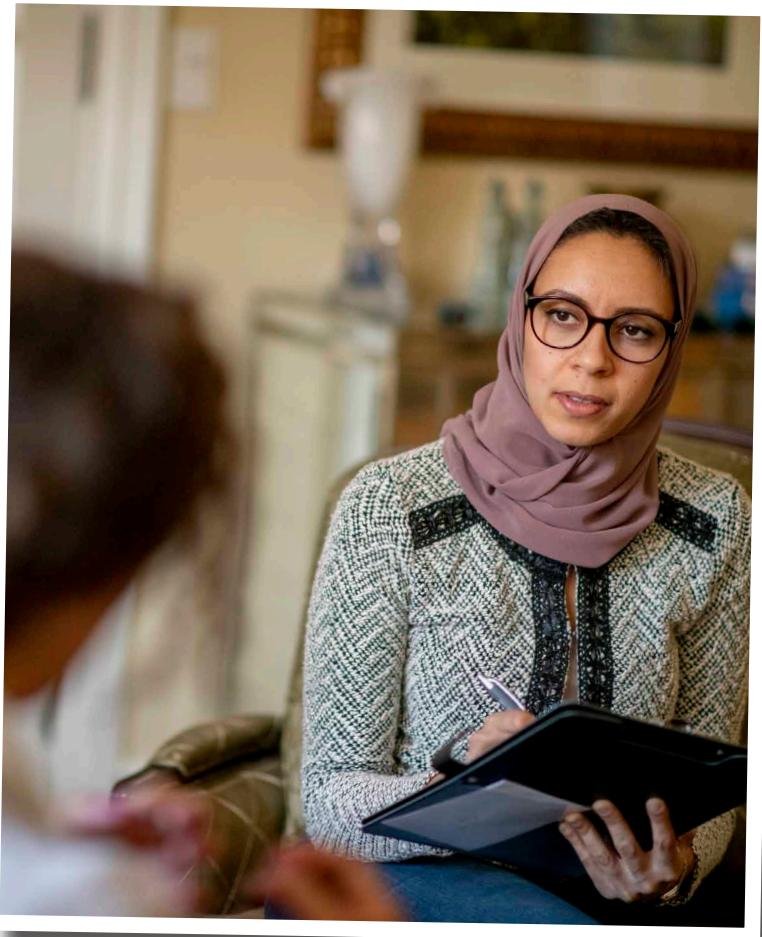


Check in & Chat has a team of trained volunteers to telephone carers for up to one hour per week for eight weeks to reduce the health-harming impacts of loneliness and isolation, provide informal support and encourage networking with community resources. Volunteer 'Chatters' will confirm who they are and why they are calling.

This service is for unpaid carers (family and friends) who are looking after CNWL patients.

For more information...

If you are a carer, you can self-refer in three ways: by calling on 020 3317 5825 completing the referral form online at cnwl.nhs.uk/download_file/view/4950/3786 or email cnwl.checkinandchat@nhs.net





How to help someone with poor mental health

It can be hard to tell if someone is struggling with their mental health. We all deal with things in different ways, and we might act differently when we're going through a tough time. In this article, we provide advice on how to recognise when someone might be struggling and how you can support them.

What to look out for

If someone is struggling with their mental health, they may:

- seem distant, or not their usual self
- not meet up or respond to messages
- spend more time on their own
- not chat, smile or laugh as much
- show lower self-esteem
- talk about feelings that worry you, or say things like 'I can't do it any more'
- cry or shout
- smoke, drink, or use drugs when they didn't before.

They may also show some physical signs, like:

- not dressing like they used to
- gaining or losing weight
- eating too much or too little
- not able to concentrate
- looking tired
- not washing or taking care of themselves
- hurting themselves on purpose.

How can I help?

Be supportive – Ask how they're feeling. They might not want to say, but you're letting them know you care. Ask open questions like 'How are you feeling?' or 'What happened?'

'How can I help?' – People like to be supported in different ways. Ask your friend what would help them best.

Be open minded – Take time to sit and listen to your friend. Don't judge them for how they feel and try not to give your own opinion.

Talk about other things – Mental health is only one part of their life. Talk about the things you usually do.

Show respect – Your friendship could mean a lot. Show your friend that they are right to trust you.

Look after yourself – Supporting a friend can be stressful – make sure you look after yourself too.

If you need additional support with your mental health, speak to your GP. They will be able to get you the right help.



If you need urgent assistance...

- Contact your GP surgery

If you need help in a mental health crisis call Freephone 0800 0234 650

- If a mental health crisis occurs when your service is closed (if you are an existing patient), or, if you are not an existing patient, your GP is closed, call Freephone **0800 0234 650** (open 24 hours a day, seven days a week) or email **cnw-tr.spa@nhs.net**
- Relatives, carers and health professionals can call this number for help or advice in a crisis, or to discuss a potential referral. Trained mental health advisors and clinicians are available 24 hours a day, seven days a week.
- If you have already taken an overdose or injured yourself, dial 999

Other helpful resources

Mind offers advice on ways to help yourself cope during a crisis: mind.org.uk/need-urgent-help

For emotional support or help if you are struggling with suicidal feelings or despair, call the Samaritans on 116 123, free of charge and available 24 hours a day/365 days a year.

In the spotlight: Amal's story

AMAL had been struggling with difficult feelings for a while, but she didn't know why or how to cope with them. She had tried to seek help before but could not find someone who understood her situation, and it ended up making her feel worse. Determined to feel better, she spoke to her GP who introduced her to the NHS Talking Therapy service.

Amal wanted to share her story with us in the hope it would encourage others to try Talking Therapy.

How did you hear about Talking Therapies?

It was from my GP. I went to see her because I was experiencing flashbacks, night terrors and intrusive thoughts. I didn't know what it was. An incident had occurred in my life, and it all started soon after that, I just didn't realise that they were related.

I'd been feeling this way for a long time, but it wasn't until my GP mentioned that my symptoms matched those of post-traumatic stress, she suggested I see a specialist.



What happened after you'd been referred?

I was referred to the Talking Therapies service, but while I was waiting for an appointment, I was introduced to the Talking Therapy workshop about PTSD. This is where it all came to light for me.

The workshop taught me how to deal with the symptoms and helped me to understand why I was feeling this way. I learned some techniques in the workshop before I started my sessions, which worked really well for me. It was a great eye-opener and good introduction to the therapy.

The workshops were held online, which really helped as people could have their camera turned off - it made them feel more comfortable if they wanted to speak. You could talk to each other as a group, and we got the chance to share our own stories and experiences about what we're going through.

Knowing that there are people out there who are going through something similar really helps, then you know that it's not just you. You're not the only one feeling like this.

When you started your sessions, how were these arranged?

My sessions were over the phone due to Covid. My therapist understood that there are cultural differences, and this really stood out. When speaking to me, she mentioned to me about my culture and my background and that made me think, 'wow, this is good!'

People with a Muslim background find it difficult to go for therapy because of the cultural differences. There are certain things we can't do or aren't accepted in Islam, so we need the therapist to understand these things. The impact of a trauma on yourself is one thing, but the impact it has on your religion is another trauma altogether. So, to find someone who understood this was very good.

Can you talk me through how the sessions were run? What did they involve?

My first session didn't start well. I was angry, I was frustrated and annoyed. I hadn't had the correct help in the past, so it had all built up inside me. The way the therapist dealt with the situation really caught my attention. She was so professional and the way she turned it around and how she handled the entire conversation, it developed into something really positive.

The whole service in itself was good. It felt confidential and personal. My therapist helped me to develop goals and to use tools

to manage my symptoms. I was taught to be kind to myself, to have control over my thoughts and feelings, and also to know that it's ok not to feel ok.

Would you recommend Talking Therapies to someone who is going through something similar?

Yes, absolutely. Coming from a community and background where mental health is taboo, I would recommend this service most definitely. They are very sensitive to our norms and values.

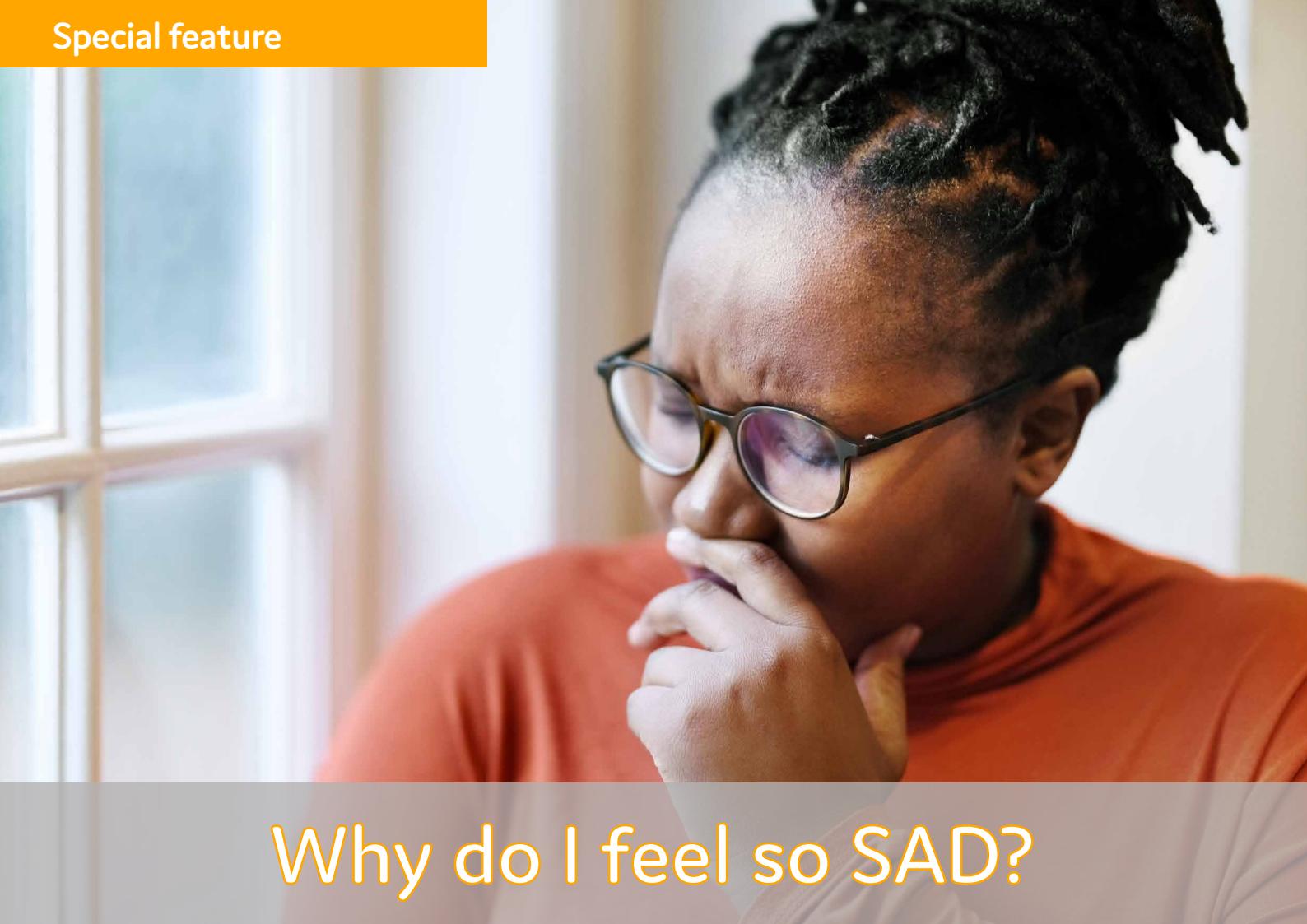
I feel like there's a lack of Muslims getting professional help, because they think they've tried something in the past that didn't work, that wasn't compatible. I wanted to share my story to show other Muslims, and people from other religions and cultures, that this can work.

In my area, there are people that have not only witnessed Grenfell, but they've also had their own traumas to deal with. So, trauma on top of trauma. I would encourage people not to give up, and to keep trying. I came out of this service a different woman, and I wanted to share that.

Want to find out more about Talking Therapies (IAPT)?

Talking Therapies (IAPT) provides a range of support for when you experience difficult emotions, such as low mood, anxiety and stress.

To find out more or to self-refer, go to: communitylivingwell.co.uk



Why do I feel so SAD?

As we enter the winter months and the days get shorter, darker and colder, you may feel a change in your mood. We all have certain times of year that we enjoy more or less than others, for a variety of reasons. You might find your mood changes when the weather gets colder or warmer, or notice changes in your energy levels, sleeping patterns or eating habits. If these feelings are interfering with your day-to-day life, it might be a sign that you have Seasonal Affective Disorder (SAD), otherwise known as 'seasonal depression'.

What is SAD?

Seasonal affective disorder is a type of depression that comes and goes in a seasonal pattern. SAD is sometimes known as 'winter depression' or 'winter blues' because the symptoms are usually more apparent and severe during the winter. Some people with SAD may have symptoms during the summer and feel better during the winter.

What are the symptoms?

Symptoms of SAD can include:

- a persistent low mood
- a loss of pleasure or interest in everyday activities
- irritability
- feelings of despair, guilt and worthlessness
- feeling lethargic (lacking in energy) and sleepy during the day
- sleeping for longer than normal and finding it hard to get up in the morning
- craving carbohydrates and gaining weight

Find out more about Community Living Well

Community Living Well services can help to support you with symptoms of Seasonal Affective Disorder (SAD).

Talking Therapies (IAPT) provides a range of support for when you experience difficult emotions, such as low mood, anxiety and stress.

Peer Support connects you with people who have similar experiences to you, and can help you develop skills and strategies to manage and maintain your emotional and physical wellbeing.

Self-Care can help you to take more control of your mental health and physical wellbeing, and help to build social contact with access to community, leisure, education, arts and volunteering opportunities.

Speak to your GP or go to communitylivingwell.co.uk

How can I treat the symptoms?

There are some things you can do yourself to improve your mood during winter SAD.

- **Get natural sunlight.** Get outside in the natural light as much as possible as it can help boost your mood, or sit next to the window to let sunlight in.
- **Stay active.** Regular exercise can help with symptoms of low mood and depression as it releases serotonin and endorphins.
- **Connect with others.** Winter can make us feel more isolated than usual so make time to connect with others through a phone call, email, text or meet up face-to-face.
- **Have things to look forward to.** Whether it's a coffee with a friend, or the thought of spring coming, try to keep positive by having something to look forward to.
- **Pick up a new hobby.** If winter means you tend to stay indoors more, keeping busy with new hobbies can help keep your mind active. Why not pick up a book and read or learn how to knit?
- **Get cosy.** Embrace the cold by getting into warm, comfy PJs and enjoying a hot cuppa and take in the warmth. Remember, the cold won't last forever!





Introducing our new, larger Peer Support team

A part of the nationwide rollout of the new model of care for mental health, the Kensington and Chelsea Mind Peer Support team has expanded. The new, larger team will continue to provide essential peer support services to residents of Kensington and Chelsea, Queen's Park and Paddington.

What is Peer Support?

Peer support is when people use their own experiences to help each other.

It can support you if you want to:

- feel less isolated
- increase your confidence
- get or give support and talk to others who understand your mental health problems through a shared experience
- be more knowledgeable about your mental health.

Peer support can help you through:

- Feeling accepted by others who share your experience
- Developing and sharing skills
- Reducing feelings of isolation
- Building confidence and emotional resilience
- Building new relationships

Types of Peer Support

Peer Support is available in a number of different ways. Current activities include:

Social Peer Support

Social Peer Support provides friendly meet ups where you can connect with others in a safe, supportive environment to join in an activity or just spend time with people who have a similar interest and shared experience. Social Peer Support activities include walking, culture, arts, cooking, singing, social trips and much more.

Living Well Workshops

Living Well Workshops provide a safe and supportive space to develop skills to manage the stresses and difficulties in your life, helping you to manage your emotional and physical wellbeing.

Peer Support Groups

Peer support groups are a way to give and receive mutual support to help manage the stresses in your life.

One to one peer support

Meet with a peer worker, talk through emotional challenges and share coping suggestions.



Don't take our word for it...

Here's what some people have said about their experience with Peer Support...

"Peer Support helps my wellbeing. I've made a few friends through it and it's good to be with people who 'get it' in terms of my depression and anxiety."

"Peer Support helped me get through the last few months. It has helped me to make friends and interact with new people."

“ *I can't thank you enough! I didn't realise how isolated I was before I joined Peer Support. I've been making terrific friends, having lots of laughs and coffee breaks. I am more relaxed and I've been having a ball of a time! Everything is organised to perfection, and I always leave [a group] on a high! The staff are incredibly dedicated and send such lovely texts - it's great to feel part of a community. **”***

Want to sign up to one of our
Peer Support groups?

To refer yourself to the Peer Support service, please fill out the form available here: communitylivingwell.co.uk/self-referral-form-mental-health/ or call 020 3317 4200.



Very Well Read!

Well Read is a free community play-reading group. They get together in Kensington & Chelsea, or online and read plays aloud. They are based out of The Playground Theatre and supported by the K&C Foundation and Social Council. Philip Correia tells us more...

Originated by Anthony Biggs, in collaboration with St Charles Mental Health Unit, the idea of any group of people, simply sitting down to read a play together caught hold quickly. Seeing the world through a character's eyes, speaking, hearing, even feeling words, that are not one's own, was a revelation to staff and service users alike.

Well Read is run by current theatre professionals; actors, directors, writers, who are trained in facilitation. Each group casts as it goes, changing parts frequently, giving those that wish to the chance to read. The tone is positive and encouraging, open and unpressured...

“ Every session you have new service users in a group saying, 'Oh, I'll just listen, I don't read aloud, I didn't like it at school', and every session, by the end, folk are fighting over the parts and putting on accents! ”

- Well Read Team

Confidence

Well Read not only encourages escapism, routine and release, but builds confidence, fun and sociability. Well Read was expanded into the community. Collaborating with established community groups, for example: Age UK, Open Age, ADKC, LWRA, Community Champions, One Community and Minds United to name a few.

“ While we were stuck in our homes, it feels as though we have been out and enjoyed the company of others for a while. I'd never have done this before, but it became a life-line. ”

- Service User

Stripped from the pressure-laden, exam fuelled, environs of school, reading drama for pleasure is liberating... and unusual. It's not often that we, everyday people, experience theatre, and yet we all depend on it! Drama has been a mainstay of all human culture for millenia! Never more so than during the Covid-19 pandemic.



Encouraging conversation

Discussions spring up from the unlikeliest of places... The healing power of mushrooms, while reading Peter Whelan's 'The Herbal Bed', in the LW Tea Garden; a fiery political exchange, touching on Iraq, reading Agamemnon, after the last general election, at SMART, or speaking about home, and female rights in the tranquil garden of Grenfell Health and Wellbeing... while eating home-grown apricots!

There is nothing like realising humour as it trips from the speaker's tongue. That moment where the entire group gets the joke, enjoying the set-up, or when everyone gets the giggles as a bunch of Londoners suddenly and without pressure, embark upon Geordie accents! The minute where a group sharing Shakespeare react as if it were as accessible as 'Line of Duty'.

“ I felt really happy having read. Being surprised by my own confidence also improved my mood because the whole group has something in common and something to laugh about. ”

- Service User

To find out more or to join the Well Read play-reading group...

Well Read is back, face-to-face, in the community, right now, as well as online, twice a week. To self-refer, please email wellread@theplaygroundtheatre.london or register here: communitylivingwell.co.uk/wellbeing-services-referral-form/



Considering a career change?

The average person will change jobs 5-7 times during their working life. This might be due to changes in career goals, personal circumstances or because they are ready to try something new. COVID-19 lockdown has given many people time they might not ordinarily have had to take stock and think about where they are in their lives, and whether their careers are making them happy or unexpected job loss may cause people to change track.

A tough decision

The prospect of a career change, particularly in an uncertain economy, can be daunting, and switching jobs is never a decision that should be taken lightly. The employment service team can help you identify transferable skills and give tips on how to apply for a new job.



Identifying transferable skills

As the name suggests, transferable skills are skills that can be applied in a variety of job roles. These skills could be gained from previous work experience, volunteering or even tasks you do on a daily basis, like managing personal budgets, for example.

Think about and write down what you've learnt and how these skills could be transferred to your desired job. If you have a particular role in mind, you can see how your current skills set matches up to the job description. Going through this exercise can also help you identify any skills gaps you might have and encourage you to enrol in training courses or qualifications. Knowing your transferable skills can enable you to think 'outside the box' of your past experience and identify new opportunities.

Some of these common skill areas include:

- Communication
- Problem-solving
- Time management
- Digital skills
- Collaboration
- Flexibility

Access Support

We offer up to 15 one-to-one sessions where you can discuss with your allocated employment advisor what your goals are and what you would like to achieve. Some people know what they want, whereas others may want a change in direction or get into work for the first time. The sessions are based around your individual needs and we can help you look at your options, skills and interests to help you decide what kind of work you would like or how you could change your career path.

Together, we could:

- Explore how to get started and identify entry routes into your new career.
- Identify any skills gaps and training opportunities.
- Update CV and application forms to showcase transferable skills and relevant work experience.
- Explore the financial implications of changing careers and whether there are bursaries or grants.
- Discuss how work-related benefits might be impacted by changes in circumstance.
- Practice interview skills.

Community Living Well Employment Support

If you would like help identifying transferable skills and job opportunities, you can make a self-referral to the employment service at Community Living Well.

The employment team are working remotely and will be introducing face-to-face appointments in line with government Covid regulations. We may be able to support you remotely via telephone and online services.

You can self-refer at the Community Living Well website:

communitylivingwell.co.uk/self-referral-form-mental-health/



Navigators: useful services

Our Navigators can offer practical support with a range of issues and help you to access specialist advice, information and other services. In this article, they have rounded up some of the organisations and services they refer people to most often. You can contact these services yourself if you need help with any of the following...

Westminster

Local Council for housing benefit and council tax benefit:
Web: westminster.gov.uk/benefits
Phone: **0800 072 0042** – choose the appropriate option

Westminster Citizens Advice: general advice, call **0808 278 7834**

For advice on paying bills, paying rent, debt advice, various benefits, go to: westminstercab.org.uk/advice/lets-talk-money-project/

For advice on applying for Universal Credit and Personal Independence Payment, go to: westminstercab.org.uk/advice/universal-credit/

Westminster continued...

Cardinal Hume Centre: for welfare benefits advice, call **0207 227 1673** or visit: cardinalhumecentre.org.uk/help-and-support/welfare-benefits-and-housing

Kensington & Chelsea

Local councils for HB and CT support:

Phone: **0207 361 3006**

Web: rbkc.gov.uk/benefits/apply-benefits

Email: benefits@rbkc.gov.uk

Kensington Citizens Advice:

Phone: **0808 278 7982**

Web: citizensadvicekc.org.uk

Clement James Centre: welfare benefits and debt advice

Phone: **0207 221 8810 / 07849 522 259**

Email: reception@clementjames.org

Web: clementjames.org

Worlds End Neighbourhood Advice Centre: general and welfare benefits advice

Phone: **0207 351 5749**

Web: wenac.org.uk

Debt advice

Step Change

Phone: **0800 138 1111**

Web: stepchange.org

Z2K:

Phone: **0207 259 0801 (Tues and Thurs, 10.00 – 12.00 and 14.00 – 16.00)**

Web: z2k.org/get-help

Crosslight

Phone: **0207 052 0318**

Web: crosslightadvice.org

Benefits calculator

Go to: benefits-calculator-2.turn2us.org.uk



Help with utility payments

Citizens Advice information page: Go to: citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/ (or just search 'help with utility payments')

Water bills: thameswater.co.uk/help/account-and-billing/financial-support/waterhelp

Community Living Well Navigation Service

Community Living Well Navigators offer short term support, usually up to six sessions.

The Navigation Team is still accepting referrals and all of their work is being done over the phone. They are currently offering up to four telephone sessions for eligible clients, or signposting people who are not eligible for the service but need some support with finding out the most up-to-date and relevant information for them.

To find out more, or to refer yourself, visit our website at communitylivingwell.co.uk



Self-Care: Community Massage London

Community Massage London CIC is a social enterprise offering complementary therapies in the community. We do this by working with other organisations in the voluntary and health sectors so that sessions are either free or low cost to those wishing to access massage.

All our therapists are qualified, reliable, DBS checked and insured but above all sensitive to client needs.

We currently offer...

Seated Massage

Based on Chinese Acupressure, incorporates gentle movements and pressure to areas of the head, neck, shoulders, back, arms and hands. The client sits in a special massage chair and remains fully clothed - no oils.



Reflexology

A safe non-invasive foot or hand massage, carried out in a comfortable recliner. Reflexology is based on techniques that stimulate 'reflex points' on the feet and/or hands. Reflexology induces deep mental and physical relaxation.

Indian Head Massage

A relaxing neck, shoulder, and scalp massage that can relieve tension and stress. A useful alternative if you cannot sit on the massage chair.

Shiatsu

Fully clothed massage using acupressure, stretches and mobilisations to improve relaxation and reduce pain.

Reiki

Reiki relaxes whilst balancing mind and body using light, static holds on or just above the body.

Guided meditation by phone

Learn and practice meditation. Discuss and share ideas and insights in a supportive group setting.

Online Rehabilitation & Mobilisation

Self-help rehabilitation work for pain and to improve range of movement.

Our Projects in 2021-2022

Unwind sessions for those registered with GPs in Kensington & Chelsea and North Westminster.

Self-refer at: <https://bit.ly/3asOgRb>

CLW Young People's Pilot

for 19-24yr olds
Self-refer at: <https://bit.ly/rediscovering-relaxation>

North Ken GP Project - a pilot project for people registered at one of 6 GP surgeries in the area. By referral from GP, Social Prescribing Link workers, Grenfell Health and Wellbeing Service.

North Ken Project at Lancaster West. Monthly 20-minute Unwind, Massage or Shiatsu sessions from 10am-6pm for estate residents. Book through Nordeen Fahmy on 07890 045 942

Parkview Community Champions

Monthly 20-minute seated massage and reflexology, 20-minute Unwind sessions at White City Community Centre, India Way W12 7QT. To book call Eva on 07946 566 248

We also provide massage at community events in Kensington & Chelsea and Hammersmith and Fulham.



Community Living Well Self-Care Service

The Community Living Well programme helps people to take more control of their mental health and physical wellbeing, and build social contact with access to community, leisure, education, arts and volunteering opportunities. Other Self-Care services include emotional and practical support in your language, Well Read play-reading group, The ClementJames Centre for wellbeing, My Recipe, My Story, and volunteering opportunities.

To find out more, or to refer yourself to the service, call us on **020 3317 4200** or visit the Community Living Well website: communitylivingwell.co.uk/how-we-can-help-mental-health/self-care-kensington-chelsea-westminster/

WELL READ

A playreading group - all welcome!

Come along to one of our sessions - read a play every week, meet and talk with friends, new or old, explore characters and stories.

No experience needed!



Join our new community group, every Tuesday at 11am on Zoom

Register here: <https://communitylivingwell.co.uk/wellbeing-services-referral-form/>

Email: wellread@theplaygroundtheatre.london

Helpful Resources

We have compiled a list of resources and organisations in the Kensington and Chelsea and Queen's Park and Paddington area that you may find useful during this time.

- **Grenfell Health and Wellbeing**

The Grenfell Health & Wellbeing Service is a free and confidential NHS service for children and adults affected by Grenfell. They provide a range of psychological therapies and support to help you feel better if you're feeling traumatised, down, stressed or have been bereaved. Call [020 8637 6279](#) or visit www.grenfellwellbeing.com

- **Kensington and Chelsea Mind**

A local charity, affiliated to national Mind, that provides advice, information and signposting to local services and recovery focused support services for people who are experiencing mental health difficulties.

Call [020 8964 1333](#) or visit www.kcmind.org.uk

- **Mutual Aid**

Mutual Aid is a team of local residents that can provide help to neighbours during this time of crisis. There are a number of ways they can support you and equally ways that you can support others.

Call [020 7097 3731](#) or visit MutualAidKC.com

- **The Royal Borough of Kensington and Chelsea Council**

The Council's website includes a COVID-19 information hub, where you can find advice on financial support, food and other essentials, domestic abuse support, and information for businesses.

Visit www.rbkc.gov.uk/coronavirus-covid-19

- **The Samaritans**

They can be contacted for free, confidential support, 24 hours a day, 7 days a week.

Call [116 123](#) or visit www.samaritans.org

- **SMART (St Mary Abbots Rehabilitation and Training)**

SMART is a day service offering a range of support services located in the south of the Borough, with outreach locations in north Kensington.

Call [020 7376 4668](#) or visit www.smartlondon.org.uk

- **The Volunteer Centre**

The Volunteer Centre recruits, supports, manages and develops volunteers. Grenfell Home-Start provides support and practical assistance for people affected by the Grenfell tragedy.

Call [020 8960 3722](#) or visit www.voluntarywork.org.uk



Community
LivingWell

Working together for your wellbeing

Working together for your
wellbeing

Contact Details

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

Find us on...



Facebook: [CommunityLivingWell](https://www.facebook.com/CommunityLivingWell)
Twitter: [@CLWMentalHealth](https://twitter.com/CLWMentalHealth)
Instagram: [@CLWMentalHealth](https://www.instagram.com/@CLWMentalHealth)

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 on **0800 0234 650** for help, advice or support over the phone, 24 hours a day.