



Community  
**LivingWell**

Working together for your wellbeing

**NHS**

Central and  
North West London  
NHS Foundation Trust

# Peer Support

Get and give support and  
talk with others who share  
similar experiences with  
mental health



[communitylivingwell.co.uk](http://communitylivingwell.co.uk)

# What is Peer Support?

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

## Can the Peer Support service help me?

The Peer Support service is available to people:

- aged 16 years and over
- who are registered with a GP in Kensington and Chelsea or the Queen's Park and Paddington areas of Westminster
- and who have mental health needs.

Peer Support can help you to feel less isolated and increase your confidence. It gives you a chance to:

- develop self-management of your mental health
- get or give support
- talk to others with similar experiences who understand your mental health problems.

## What help does Peer Support offer?

Peer Support offers peer-led and peer-facilitated activities, which focus on your strengths, hopes and ambitions and can help you develop skills and strategies to manage and maintain your emotional and physical wellbeing.

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

# How can I access Peer Support?

You can refer yourself quickly and easily by:

- completing the form on our website [communitylivingwell.co.uk](https://communitylivingwell.co.uk)
- by calling **020 3317 4200**
- or email us at [cnw-tr.clw@nhs.net](mailto:cnw-tr.clw@nhs.net)

Alternatively, you can ask your GP or other professional involved in your care to refer you to Community Living Well.

## If you need urgent assistance...

### If you or someone you know needs immediate help in a mental health crisis...

- call Central and North West London NHS Trust Single Point of Access (SPA) advice line free on **0800 0234 650** (24/7)
- or contact Samaritans free on **116 123** (24/7) or email [jo@samaritans.org](mailto:jo@samaritans.org)
- 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](mailto:cnw-tr.spa@nhs.net)
- If you have already taken an overdose or injured yourself, dial 999



Scan for other useful contacts

# Types of Peer Support

Peer support services can help people in different ways. Community Living Well Peer Support provides a wide range of options depending on your needs and goals.

## Peer Support Groups

Give and receive mutual support in a peer support group to manage daily stresses, online or in-person.

Structured self-help peer support groups aim to bring people together to share their experiences of dealing with mental health issues. It's your chance to talk about your mental health, an opportunity to learn about how others in similar situations manage their lives and connect with people who know what it's like to feel the way you do.

Groups include support for people of specific communities, such as LGBTQIA+ and BAME, women's peer support, and support through art.

## One-to-one

Meet with a peer support worker (this may be over the phone), talk through emotional challenges and share coping suggestions. Talking helps, but not everyone is comfortable talking in a group and even if you are, sometimes it's nice to be able to talk to someone on a one-to-one basis. When you're talking with a peer you are with someone who is equal to you, not a professional therapist or counsellor. It's someone who can put themselves in your shoes.

Sometimes just having a safe space and time to talk is enough. The peer support worker is there to listen, relate to how you feel and even offer practical tips they themselves have used to overcome similar difficulties.

[continued...](#)

## 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, singing, social trips and much more. Some activities are face-to-face and others are online.

## Living Well Workshops

Living Well Workshops provide a safe and supportive space to develop skills to manage the stresses and difficulties in your life. Each session is different, covering a variety of subjects. Learn alongside peers who may be experiencing similar difficulties. Living Well Workshops are co-facilitated by a peer trainer.

*"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 and having lots of laughs. 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! It's great to feel part of a community."*  
**anonymous, Peer Support member**

Community Living Well is a collaboration of NHS and voluntary sector partners. Peer Support is delivered by Kensington and Chelsea Mind. Kensington and Chelsea Mind is a registered charity - No. 1002986



This leaflet has been co-produced with users of the Community Living Well service.

## Do you need support to improve your mental health and wellbeing?

Community Living Well offers mental health support in Kensington & Chelsea, Queen's Park and Paddington. It makes it easy for you, and anyone who cares for you, to access a wide range of clinical and wellbeing services.

**Mental Health Hubs** – access to specialist mental health support.

**Talking Therapies (IAPT)** - Short-term support for when you experience difficult emotions, such as low mood, worry and stress. It can also support people with managing the practical and emotional aspects of living with long-term physical health conditions.

**Peer Support** - wellbeing workshops, one-to-one support, peer support groups, social activities and online peer support with other people who have had similar experiences to you.

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

**Navigators** - practical support with a range of issues including benefits, debt, housing options, access to health and social care services and support to access specialist advice and information.

**Employment Support** - Advice and support to gain or retain paid employment, improve employability skills and know your rights in the workplace.

## Get in touch...

Use the details below to get in touch or ask your GP or another health professional involved in your care to refer you into the service.

[communitylivingwell.co.uk](https://communitylivingwell.co.uk)

email: [cnw-tr.clw@nhs.net](mailto:cnw-tr.clw@nhs.net) | tel: **020 3317 4200**



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