



Mental Health Signposting & Support Medway & Swale

Mental Health Matters / Release the Pressure

Phone: 0800 1070160 **Text:** Shout to 85258

Website: www.releasethepressure.uk

If you are in distress, you can get immediate support from trained staff 24 hours a day.

Samaritans

Phone: 116 123 **Website:** www.samaritans.org

Email: jo@samaritans.org

The number is free to call and is available 24 hours a day offering a safe place to talk.

Safe Haven - Out Of Hours Crisis Support

Phone: 07850 901151 or 07808 795036 **Email:** Medway.mhm@nhs.net

Website: mhm.org.uk/kent-safe-havens

Address: Mackenney Centre, Woodlands Road, Gillingham, ME7 2BX

Open Hours: 6pm-11pm every day

Out-of-hours mental health support for anyone aged 16+ in the Kent area. They provide information and emotional support for individuals who are in crisis or feel they are heading towards a crisis situation.

NHS Direct

Phone: 111

Website: www.nhs.uk

Help, advice and reassurance available 24/7 for any health concerns.
111 when it's less urgent than 999.

Kent Police

Phone: 101 / 999

Should you have concerns for an individual's safety, call 101 to raise these and request a welfare check. If concerns are urgent, call 999.

KMPT

- **Urgent Mental Health Helpline (Formerly known as SPOA):** 0800 7839111

If you are known to KMPT or need urgent mental health support, advice and guidance, call the 24 hour UMH helpline.

- **Medway Community Mental Health Team (CMHT):** 0300 303 3189

- **Swale Community Mental Health Team (CMHT):** 01795 418350

If you are receiving care and treatment from KMPT, you can contact CMHT for mental health help, support or advice.

- **Crisis Resolution and Home Treatment Team (CRHT):** 01634 968460

Provides safe and effective community based treatment for individuals aged 18+ who are experiencing a mental ill health crisis.

Adult Social Care

Medway: 01634 334466

Swale: 03000 416161

Contact to request a social care assessment or for further information and support.

NELFT

- **Single Point of Access (Children & Young People):** 0800 0113474

If you feel you need to speak to someone to find the most appropriate support for a young person, you can contact the Single Point of Access.

- **Eating Disorder Service (All age):** 0300 3001980

Email: nem-tr.eds.kentandmedway.referrals@nhs.net

All age service for people with Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder and other specified feeding or eating disorder.

Insight Talking Therapies (IAPT)

Medway: 0300 029 3000 **Email:** medway@insighthealthcare.org

Swale: 0300 555 5555 **Email:** kent@insighthealthcare.org

Individuals can self refer for free talking therapies—there is an online referral form at www.insightiapt.org.

VitaMinds (IAPT)

Phone: 0333 0153495 **Email:** enquiries@vhg.co.uk

Website: www.vitahealthgroup.co.uk

VitaMinds works in partnership with the NHS to provide mental health wellbeing services & support throughout the UK. Self-refer today.

Live Well Kent and Medway

Phone: 0800 5677699 **Email:** info@livewellkent.org.uk

Website: www.livewellkent.org.uk

Provides free mental health support for people aged 17+ including employment support, housing support, peer support, carers support, etc.

Kent Autistic Trust

Phone: 01634 405168

Email: office@kentautistic.com

Website: www.kentautistictrust.org

Offers family support, outreach, support groups and resource centres for people with Autism.

Medway Puzzles

Phone: 07375 042398

Email: Medwaypuzzles@outlook.com

Website: www.medwaypuzzles.com

Run activities for families and adults with Autism and other disabilities. Visit their website to sign up to their Blog and closed Facebook group to chat with other families, seek advice and see what activities they are running.

Bemix

Phone: 01227 374285

Email: info@bemix.org

Website: www.bemix.org

Provides group projects and internships to ensure that people with and without learning disabilities or autism are working and learning together. Internships are aimed at people aged 17-24 with an Educational Health & Care Plan (EHCP).

Young Lives Foundation

Phone: 01622 693459

Email: enquiries@ylf.org.uk

Website: <https://ylf.org.uk>

Young Lives Foundation have volunteers that work alongside young people supporting them to improve resilience and to better deal with the ups and downs of life.

Rethink Sahayak Asian Mental Health Helpline

Phone: 01474 364837 **Email:** sahayak@rethink.org

One-to-one befriending offering support and information.

Cruse Bereavement Support

Medway Phone: 01622 671011 **Swale Phone:** 07999 362322

Website: www.cruse.org.uk

Helps people through some of the most painful times in life - with bereavement support, information, and campaigning.

Holding On Letting Go

Phone: 03445 611511 **Email:** info@holg.org.uk

Website: <https://holdingonlettinggo.org.uk>

A Kent-based charity that helps children aged 6-16 years to cope with the death of someone close to them.

Healthwatch

Kent Phone: 0808 8010102 **Email:** info@healthwatchkent.co.uk

Medway Phone: 0800 13656 **Email:** enquiries@healthwatchmedway.com

Would like to hear peoples experiences of local health social care services.

Foodbank

Medway: 01634 757057 **Email:** info@medway.foodbank.org.uk

Swale: 07486 370709 **Email:** info@swale.foodbank.org.uk

The Foodbanks work with referral agencies to issue food vouchers to those in need of emergency food in times of crisis.

Rubicon Cares

Phone: 01622 230736 / 07761050975

Email: contact@rubiconcares.org

Website: <http://www.rubiconcares.org>

Provides trauma counselling for people affected by ANY crime. It's a free, confidential service to help people deal with the affects of, and move on from, what has happened.

SATEDA (Domestic Abuse Support)

Phone: 01795 417251 **Website:** www.sateda.org

Provide direct access to support, advocacy and advice for victims and survivors of domestic abuse through a range of services.

Clarion Housing Association (Domestic Abuse Support)

Medway Phone: 0800 2800518 **Swale Phone:** 0800 2889 148

Website: <https://www.myclarionhousing.com/>

Clarion can help find you emergency accommodation or provide extra security measures if needed.

MEDWAY AREA

MEGAN CIC

Phone: 01634 402077 **Email:** enquiries@megancic.org.uk

Website: www.megancic.org.uk

Peer support for adults aged 18+ who are experiencing mental health issues and the User Voice Project giving people the opportunity to share their experiences of local services with the aim of improving support available.

North Kent Mind

Phone: 01322 291380 **Website:** www.northkentmind.co.uk

Offer wellbeing services including courses to develop mental health coping strategies, help to manage depression, anxiety and stress, and offer employment support.

Medway Area Rethink Support Groups (MARS)

Phone: 07763 971085 **Email:** marsgroup@rethink.org

Weekly peer support group open to anyone living with mental illness or struggling with social isolation issues.

Sunlight Centre - Wellbeing Café

Phone: 01634 581511 **Email:** info@sunlighttrust.org.uk

Address: 105 Richmond Road, Gillingham, Kent ME7 1LX

Opening hours: Mondays and Tuesdays from 5pm-8pm,
Fridays from 6pm-9pm and Saturdays from 3.30pm-6pm

Imago - Medway Wellbeing Navigation Service

Phone: 0300 0111965 **Email:** KMCCG.Carenav-Medway@nhs.net

Offer emotional and practical support including managing money and benefits, form filling, home adaptations, etc.

All Saints Community Project

Phone: 01634 845419 **Email:** office@allsaintscommunityproject.org.uk

Based at The Magpie Centre, Chatham offering community activities, advice and support.

Medway Voluntary Action

Phone: 01634 402077 **Website:** www.mva.org.uk

Offer wellbeing and employability support, volunteering support, financial capabilities, befriending and training.

- Befriending Service: 01634 564939 **Email:** befriending@mva.org.uk

Befriending support for people living in isolated circumstances or who have little social contact.

Turning Point

Phone: 0300 1231560 **Website:** www.turning-point.co.uk

Offer support for people experiencing substance misuse including advice and information, relapse prevention, harm reduction, needle exchange and group support.

Medway Wellness Centre—Open Road

Phone: 01634 471700 **Email:** wellbeing-recovery@openroad.org.uk

Website: www.openroad.org.uk

Supports adults who are affected by substance misuse providing a range of individual recovery solutions.

Carers First

Phone: 0300 3031555

Website: www.carersfirst.org.uk

Offer practical and emotional support for carers including health and wellbeing sessions, money advice sessions, education, employment and training sessions and peer support groups.

Family Information Service

Phone: 01634 332195

Email: familyinfo@medway.gov.uk

Provides information, advice and guidance on services and facilities that could be of benefit to parents, prospective parents, grandparents, practitioners, children and young people.

Oasis - Domestic Abuse Support

Phone: 0800 9179948

Provide specialist support to anyone who needs it, supporting, preventing, educating and creating awareness of domestic abuse.

Club AUsome

Phone: 07944785764

Email: info@clubausome.co.uk

Club AUsome is a charity for children (0-18) with additional needs and their families. They provide a welcoming, non-judgemental, inclusive environment for families to come together and be themselves.

Home Start Medway

Phone: 01634 570717 **Website:** www.home-startmedway.org.uk

Home-Start Medway provides support for families including home visits, domestic abuse support, financial fitness, support for Army families as well as family groups and volunteering opportunities.

Medway Gender Sexual Diversity Centre

Email: info@mgsd-centre.org **Website:** www.mgsd-centre.org

Offer support for members of the LGBTQIA+ Community.

POhWER

Phone: 0300 4562370 **Website:** www.pohwer.net

Offer advocacy support for people experiencing mental health issues.

Medway Plus

Email: peter.medwayplus@outlook.com

Supports economically disadvantaged community in Medway.

Disability Assist

Phone: 01233 633187 **Website:** www.disabilityassist.org.uk

Offer information, advice and guidance, peer support, advocacy and benefits support.

wHoo Cares

Phone: 01634 272 138 **Website:** www.whoocares.org.uk

Offer support to people living in the ME3 area including employability support, training, health and wellbeing.

RBLI Back to Work Support

Phone: 01622 795959 **Website:** www.rbli.co.uk

Offer coaching for change, CV advice, interview preparation and job searching.

Medway Diversity Forum

Phone: 07875 503708 **Website:** www.medwaydiversityforum.co.uk

Provide support to ethnic minority community and voluntary groups.

Medway Council Public Health Team

Phone: 01634 306000 **Website:** www.medway.gov.uk

Provide specialist support, advice, programmes and resources to help people living or working in Medway improve their health and wellbeing.

Citizens Advice Medway

Phone: 01634 383760 **Email:** info@medwayadvice.org.uk

Offers free, independent, confidential and impartial advice including housing, welfare benefits, employment, debt and family law.

SWALE AREA

Swale Your Way

Phone: 07515 099191 **Email:** swale-yourway@together-uk.org

Website: <https://www.together-uk.org/projects/swale-your-way/>

Offer one-to-one support, peer support, social networking.

MEGAN CIC

Phone: 01634 402077 **Email:** enquiries@megancic.org.uk

Website: www.megancic.org.uk

Peer support groups for adults aged 18+ who are experiencing personality difficulties.

Mid-Kent Mind

Phone: 01622 692383 **Website:** www.maidstonemind.org

Offer community groups, youth courses, mental health training and counselling services.

Swale User Forum

Phone: 01474 33082 **Email:** surf@rethink.org

Opportunity for people to share their experiences and feedback of services that they have accessed for their mental health.

SpeakUp CIC - Night Owls

Phone: 07543 977670 **Email:** Maggie@speakupcic.co.uk

Offers a closed, moderated Facebook group for people who are awake at night and want to talk with others in a safe and understanding environment.

Imago - Swale Carers Support

Phone: 0300 0111965 **Email:** navigation@imago.community

Provides information, advice and guidance and also carry out Statutory Carers' Assessments on behalf of the Local Authority.

Forward Trust

Phone: 01795 411780_ **Out Of Hours:** 0300 123 1186

Email: swale@forwardtrust.org.uk **Website:** www.forwardtrust.org.uk

Supporting people affected by drug or alcohol issues, past offending, homelessness, or unemployment.

Kent Advocacy

Phone: 0330 4409000 **Email:** info@theadvocacypeople.org.uk

Offer advocacy support for people experiencing mental health issues.

Citizens Advice Swale

Phone: 0808 2787979 **Website:** www.citizensadviceswale.uk

Provide free, confidential and impartial advice and campaign on big issues affecting peoples lives.

Sheppey Matters

Phone: 01795 585335 **Email:** office@sheppeymatters.org.uk

Provides a wide range of health and wellbeing community services on the Isle of Sheppey.

Kent Integrated Domestic Abuse (KIDAS)

Phone: 0808 1689111

Offer a person centred, holistic range of support services to victims and their families.

Invicta Healthcare

Phone: 0800 2425199 **Website:** www.invictahealth.co.uk

Provide Primary Care Mental Health Specialist Service—referrals accepted from professionals only.

NATIONAL HELPLINES & WEBSITES

Mind Helpline

Phone: 0300 123 3393 **Email:** info@mind.org.uk

Infoline provides an information and signposting service.

Open 9am-6pm Monday to Friday (excluding bank holidays)

Anxiety UK Helpline

Phone: 03444 775774 **Text Support:** 07537 416905

Provides friendly support and guidance on how to deal with anxiety.

Open 9.30am-5.30pm Monday to Friday (excluding bank holidays)

KOOTH

Website: www.kooth.com

Online mental wellbeing community— access free, safe and anonymous support for young people aged 11+.

Togetherall

Website: www.togetherall.com

Online community where people support each other anonymously to improve mental health and wellbeing. People have access via their participating employer, university, college, NHS provider or local council. All armed forces personnel, veterans and their families (16+) also have free access.

Frank

Phone: 0300 1236600 **Website:** www.talktofrank.com

Telephone and online support providing information about drugs and alcohol as well as advice on topics such as dealing with peer pressure.

AA

Phone: 0800 9177650 **Email:** help@aamail.org

Website: www.alcoholics-anonymous.org.uk

A fellowship of men and women who share their experience, strength and hope with each other to recover from alcoholism.

Gamblers Anonymous

Phone: 0330 0940322 **Email:** info@gamblersanonymous.org.uk

Website: www.gamblersanonymous.org.uk

A fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same.

GamCare

Phone: 0808 8020133 **Website:** www.gamcare.org.uk

24/7 gambling addiction support for young people.

Self Injury Support

Phone: 0808 800 8088

Helpline for women affected by self-injury, whether their own or that of a friend or family member. Open Tuesdays and Thursdays from 7pm-9.30pm.

BEAT Helpline

Phone: 0808 8010677 **Website:** www.beateatingdisorders.org.uk

Helplines for adults and young people affected by eating disorders and for those who know people affected by eating disorders. Also offer a 1-2-1 web chat.

The National Careline

Phone: 0800 0699784

Provides support and information to the elderly, their carers and families.

Dementia Helpline

Phone: 0800 500 3014 **Website:** www.alz-dem.org

Email: helpline@alz-dem.org

A confidential service available 24/7 offering support and guidance for people with dementia and their carers.

CALM Helpline

Phone: 0800 585858 **Website:** www.thecalmzone.net

Free, anonymous & confidential helpline to offer support for men of any age.

Papyrus HOPEline UK

Phone: 0800 0684141 **Website:** www.papyrus-uk.org

Helpline offering confidential, non-judgemental information and advice for children and adults under the age of 35. email support is also available.

Websites:

National Autistic Society - www.autism.org.uk

Mind - www.mind.org.uk

Rethink Mental Illness - www.rethink.org

Self Help - www.getselfhelp.co.uk/

Mental health resources for parent's carers and young people -

<https://happymaps.co.uk>

USEFUL RESOURCES

Podcasts

There are a variety of Mental Health podcasts available on the Health and Fitness section on podcast apps.

Books:

“The Incredible Five Point Scale” by Kari Dunn Buron & Mitzi Curtis.

“The Real Happy Pill” by Author Anders Hansen.

“Out Of Sync Child - Recognising And Coping With Sensory Processing Disorder” by Carol Stock Kranowitz M.A.

“Autism - How To Raise A Happy Autistic Child” by Jessie Hewitson.

“The Reason I Jump: One Boy's Voice From The Silence Of Autism” by David Mitchell.

“Autism: A Practical Guide for Parents” by Alan Yau.

“1-2-3 Magic: Effective Discipline for Children 2-12 (Advice on Parenting)” by Thomas Phelan.

“The Huge Bag of Worries” by Virginia Ironside & Frank Rodgers.

“Inventing ourselves: “The Secret Life of the Teenage Brain” by Sarah-Jayne Blakemore.

Apps:

Hub Of Hope - Mental Health Support in your area.

Calm Harm - Designed to help people resist or manage the urge to self-harm. (Age 13+).

Cove - Create music to capture your mood and express how you feel.

Catch It - Learn how to manage feelings like anxiety and depression.

Chill Panda - For children, young people and adults who want to learn how to manage stress, relax and feel better.

Feeling Good - uses principles of cognitive behavioural therapy to improve thoughts and feelings, self-esteem, and self-confidence.

Happy Not Perfect - A toolkit for your mind.

Mood Path - personalized mental health companion to support in phases of stress, depression, and anxiety.

Sanvello - mobile care solution that uses techniques such as cognitive behavioural therapy and meditation.

Thrive: Mental Wellbeing - Helps you manage stress, anxiety, and related conditions.

Calm - For meditation and sleep.

My Possible Self - Self-help app for anxiety (toolkit and coping strategies).

Stay Alive - Suicide prevention resource.

Headspace - Learn the life-changing skills of meditation in just a few minutes a day with Headspace.

Pzizz - Aims to help you stop your mind racing, get to sleep, stay asleep and wake up refreshed.

Cypher - An anonymous peer-to-peer social network.

Health Unlocked - Connect with people with mental health conditions, including low mood, panic and anxiety.

iPrevail - Connects you with people who face similar situations

The Mighty - like Facebook for people with both physical and mental health struggles.

Daylio - private journal that can be completed without typing a single line.

Moodfit - helps you achieve your goals and improve your mood.

Moodnotes - Capture your mood and improve your thinking habits through an innovative approach to journaling.

I Am Sober - can be used for any habit you want to break or change.

My Quit Route - gives advice and scientifically-proven tools to quit smoking.

Sobriety Counter - Follow all of your bad habits and addictions and use this app as help to analyse and beat them.

MeeToo - Helps you to talk about difficult things in a safe, anonymous way. (Age 12+).

This booklet has been co-produced with service users and carers and will be updated regularly, however if you have any amendments or suggestions for inclusion, please contact MEGAN CIC on:

Phone: 01634 402077

Email: enquiries@megancic.org.uk

Staying Safe & Keeping Well:

MEGAN CIC have also co-produced a **'Stay Safe Plan'** and a **'Crisis Plan'** which people can work through and refer back to when they are feeling unwell with their mental health.

If you would like a copy, please contact MEGAN CIC or visit www.megancic.org.uk



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