

# MENTAL HEALTH AND EMOTIONAL WELLBEING SUPPORT FOR ADULTS



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

There are a wide range of services available to help people who are in need of emotional support following the Grenfell Tower Fire.

Many symptoms may be a normal response to a terrible experience and will reduce over time. If your symptoms are severe and you are in distress or they last longer than 4 weeks, this may indicate the need for support from a mental health professional. The information on the NHS Choices website will outline possible symptoms and describe how to seek help via the following webpage:

[nhs.uk/conditions/post-traumatic-stress-disorder/pages/introduction.aspx](https://www.nhs.uk/conditions/post-traumatic-stress-disorder/pages/introduction.aspx).

Please visit your GP who will be able to provide advice and refer you on to the appropriate local NHS mental health service for assessment and treatment. This leaflet includes information on some of the key services available to provide support to adults. More information will be made available via our website over the coming weeks via [www.rbkc.gov.uk](http://www.rbkc.gov.uk).

## ONLINE SERVICES

### Elefriends

Mind also host the Elefriends online forum – Elefriends is a supportive online community where you can be yourself. We all know what it's like to struggle sometimes, and this is a safe place to listen, share and be heard. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others. The service is available via: [www.elefriends.org.uk](http://www.elefriends.org.uk).

### Easy Health

The Easy Health website has gathered together various videos and easy-read leaflets which will help people with learning disabilities to understand more about various aspects mental health and mental health care. This is available via: [www.easyhealth.org.uk](http://www.easyhealth.org.uk).

## TELEPHONE SERVICES

### The Samaritans

Samaritans offers emotional support round the clock. Anyone can contact Samaritans in confidence at any time for free from any phone on **116 123** (even if you don't have credit on your mobile). This number will not show up on your phone bill. Or you can text **07725 90 90 90** or email [jo@samaritans.org](mailto:jo@samaritans.org) or go to [www.samaritans.org](http://www.samaritans.org) to find your nearest branch where you can talk to someone face to face.

### SANEline

SANE is a UK mental health charity who work to improve quality of life for anyone affected by mental illness. SANE runs a national, out-of-hours mental health helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. The line is open every day of the year from 4.30pm to 10.30pm and can be contacted on **0300 304 7000**.

## MENTAL HEALTH CHARITIES

### Mind

Mind is the UK's largest mental health charity. It provides information and advice to people with mental health problems, and aims to ensure that no-one with a mental health problem has to face that problem alone. More information can be found at: [www.mind.org.uk](http://www.mind.org.uk).

Information about support from the local Kensington and Chelsea Mind can be provided by calling **020 8964 1333** or visiting [www.kcmind.org.uk](http://www.kcmind.org.uk).

## MENTAL HEALTH SUPPORT

### Take Time to Talk

Take Time to Talk is a free and confidential NHS service for people aged 18 and over who are registered with a GP in Kensington & Chelsea, Queens Park and Paddington. We provide a range of psychological therapies and support to help you feel better if you're anxious, depressed, stressed or worried. More information can be found at [www.take-time-to-talk.com](http://www.take-time-to-talk.com) or by calling **020 8206 8700**.

### Hestia

Hestia provide safe comfortable places to relax, with friendly experienced staff who are able to listen and help. Hestia also provide a free counselling service to assist those who feel ready to talk. These places are open to all at the Grove Resource Centre (1-9 St Marks Road, W11 1RG - **020 7221 0052**) and the Oremi Centre (Unit 3, Trellick Tower, W10 5PA - **020 8964 0033**).

### The Refugee Support Centre

The Refugee Support Centre offers counselling and psychotherapy services for refugees under 65. Many different languages are spoken. For more information you can contact the centre on **020 7820 3606**.

### The Listening Place

The Listening Place offers face to face support for those who no longer think life is worth living and offers a warm and welcoming environment; somewhere that individuals can talk openly about their feelings, without being judged or being given advice. More information can be found at [www.listeningplace.org.uk](http://www.listeningplace.org.uk) or by calling **020 3906 7676**.

### Build on Belief

Build of Belief is a service offering therapy that helps people identify, challenge and change unhelpful negative emotions and destructive behaviours, by looking at underlying causes, such as low self-worth and negative perceptions about other people and the world at large. For more information, please visit [www.buildonbelief.org.uk](http://www.buildonbelief.org.uk) or contact Liam Harte on **07739 796 045**.

## IF YOU THINK YOU NEED MORE SUPPORT...

### NHS: Single Point of Access (SPA)

If you think you or someone else you know is in need of more support than can be provided by the services listed above, you can call the dedicated NHS response service number where your needs will be assessed and appropriate mental health support services as well as information and advice will be provided. This is available 24 hours a day. Please let the operator know you are calling as a result of the fire at Grenfell Tower. The number to call is **0800 0234 650** or email [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net).

*If you require this information to be translated, please contact Labibun Nessa-O'Sullivan at [labibun.nessa-o'sullivan@bkc.gov.uk](mailto:labibun.nessa-o'sullivan@bkc.gov.uk)*