



**APRIL NEWSLETTER
2020**

SOCIAL GROUP MOBILE NO. 07543 889 649

(Only in use Tuesday and Thursday: 10.30am – 1.30pm)

**SOCIAL GROUP ADDRESS: Redhill Football (Social) Club Ltd., “Kiln Brow”,
Three Arch Road, Redhill, Surrey RH1 5AE**

OFFICE MOBILE NO. 07597 781 624 (Monday - Friday: 9.00am – 6.00pm)

**SADLY DUE TO THE CORONAVIRUS THE REIGATE STEPPING
STONES SOCIAL GROUP IS CLOSED
UNTIL FURTHER NOTICE.**

SAFE HAVEN, REDHILL

EVERY EVENING THROUGHOUT THE YEAR

6.00PM – 11.00PM

(including Bank Holidays)

**Wingfield Resource Centre, St. Anne’s Drive, Off Noke Drive,
Redhill RH1 1AU**



A safe place for anyone experiencing a mental health crisis. Mental health professionals are available to talk, listen and help you through.

Come along and see us. You do not have to book a place and you can talk as much or as little as you want. If you prefer you can sit with us and have drink.

We offer a relaxed environment. Everyone is welcome, whether you are in a crisis yourself or know someone who is. Whatever support you need we are here to help you. Mental Health Carers are also welcome.

Directions if driving: Drive along St. Anne's Drive, passing Wingfield Resource Centre, then turn left into St. Anne's Mount and follow road round into Wingfield Resource Centre parking area.

Epsom Safe Haven

The Larches, 44 Waterloo Road, Epsom KT19 8EX
6.00pm – 11.00pm

Guildford Safe Haven

Oakleaf Enterprise, 101 Walnut Tree Close, Guildford GU1 4U
6.00pm – 11.00pm

Woking Safe Haven

The Prop, 30 Goldsworth Road, Woking GU21 6JT
Monday – Friday: 6.00pm – 11.00pm
Weekends and Bank Holidays: 3.00pm – 8.00pm

Aldershot Safe Haven

The Wellbeing Centre, 121-123 Victoria Road, Aldershot GU11 1JN
Monday – Friday: 6.00pm – 11.00pm
Weekends and Bank Holidays: 12.30pm – 11.00pm

Please note that there is no wellbeing support between 6.00pm – 8.00pm at any of the Safe Havens.

HELP AND SUPPORT

Surrey & Borders Partnership NHS Foundation Trust

Mental Health Crisis Line - 0800 915 4644

People with speech and hearing difficulties can access this service by sending a SMS text: 07717 989 024

Dialling the Next General Text Service App or Telephone:
18001 0800 915 4644

More information at www.ngts.org.uk

Open 24 hours a day, 365 days a year for mental health advice and support.

SHOUT – New crisis text line



A new national 24/7 crisis text line called Shout is now available. It is a safe space for anyone experiencing an emotional crisis where you are listened to by a trained Crisis Volunteer.
In a nutshell, Shout is:

- A 24/7 text service
 - A support to take you from a hot moment to a calmer place
 - A service based on a tried and tested model of crisis support
 - A service where Shout Clinical Supervisors work alongside their Crisis Volunteer and monitor conversations 24/7
 - An anonymous, free conversations that will not show on your phone bill
 - A professional support to create a simple plan of action to manage your crisis
- To find out more, please visit the Give Us A Shout website.
To use – text Shout 85258

Heads Together – Young People (14 – 24)

Heads Together have been providing counselling in East Surrey since 1994. They provide free and confidential counselling for young people aged between 14-24 at various locations across East Surrey in a range of schools, Youth Centres, churches and their YMCA centres. They aim to help them to cope with difficult emotional, family or person circumstances, enabling them to lead fuller and more satisfying lives.

T: 01737 378 481 E: headstog@ymcaeastsurrey.org.uk

Website: ymcaeastsurrey.org.uk/heads-together-counselling

MENTAL HEALTH ORGANISATIONS

As everyone is now aware that organisations are closed due to the Coronavirus, but staff are working from home still helping people as we are.

Just a reminder the following are the telephone numbers of the various mental health organisations.

Richmond Fellowship – Redhill 01737 771 058

Richmond Fellowship – Art Matters 01737 766 212/07786 191 153

E.S.R.A. Redhill 01737 772 115

ESDAS 01737 771 350

Mary Frances Trust

From Monday 6th April 2020 Mary Frances Trust will start to offer up to 30-minute phone appointments that need to be booked in advance. Please note that these are not counselling sessions, but mental health support conversations.

To be eligible for their phone appointments, you need to be registered with them. If you are not registered already, please [complete the registration form available on their website.](#)

Download their appointment calendar to see what is available.

If you would like to book a time, you can:

- Phone the main office on 01372 375 400 between 9.00am and 12.00pm Monday to Friday and leave a message. Someone will get back to you as soon as possible.
- Or else contact anyone from their team which is advertised in their April Newsletter
- Book with a specific person by calling them directly, but if it is urgent they can book you for the next available appointment

Online groups and activities

Mary Frances Trust have put together a programme of online groups and activities that will be happening throughout April (and beyond). They are keeping the groups quite small and short for the time being so it is important to book your place.

To take part in these, what do I need to do?

1. If you are not already registered with them, you will need to complete a simple registration form on their website.
2. You will need an internet connection, a smartphone, tablet, a laptop or desktop.
3. Download a free App called Zoom. If you are unsure how to do so follow their step-by-step instructions.
4. Phone their office or contact one of the team to book your place.
5. Once you are booked on, you will receive a link to click on at the time of the group is due to start – it is that easy!
6. You can choose if you want to be seen or if you just want to speak.
7. Don't worry if you are not sure how to use Zoom – you have got instructions on their website, or you can ring them for help.

Reigate & Banstead Council

Helpline for people needing help at this time. 01737 276 000

Surrey Community Helpline

Surrey County Council have set up a new community helpline to direct you to services that can help during the coronavirus pandemic.

The Surrey Community Helpline is open Monday to Friday from 8.00am until 6.00pm, Saturday to Sunday from 10.00am – 2.00pm and can be reached at:
0300 200 1008

This community phone line is here for two things:

1. To help direct residents who need support if friends and family are unable to help with such things as picking up shopping, prescription collections or having someone who can be a telephone friend and other services that can help.

2. To provide advice on where to register your offer to help to support your community.

Please note that this is not a medical helpline. It only provides practical information in your local community.

You can also visit the Surrey Community Support online hub for more information.

CARERS

East Surrey Carers Support Association (ESCAS) 01883 745 057

This organisation is abiding by the NHS and Government advice and are cancelling all their forthcoming Support Groups and Nomadic events.

They hope to give all their Carers a service for as long as they can. They are planning to keep the office open for as long as possible, so please contact them by telephone, leaving a message if they are not there or via an email with your caring concerns. They will get back to you as soon as it is possible which may not be as quickly as in the past months.

Working alongside you all they know that this is going to be a tough time for you all. If any of you would like to have a reassuring chat about your personal situation please phone them and they will have that much deserved conversation.

ACTION FOR CARERS 0303 040 1234 (text 07714 075 993)

The following applies for the next four weeks, reviewed on a rolling basis and keep carers updated.

They will continue to offer support in the following ways:

- One-to-one support instead of home visits.
- An extended Carer Information Centre with more staff able to take your questions by phone and email.
- Increased information via their website.
- The Moving and Handling team will be giving advice by phone, so if you have made an appointment with them, that will be done by phone rather than face-to-face.
- Their Hospital Care Support Advisors are now working from home, communicating by phone and email, but continue to support carers who have a loved one in hospital.

Please call them for support and advice. The Carer Information Centre (CIC) is there for you. You can email CarerSupport@actionforcarers.org.uk or call them on 030 040 1234. You can also text on 07714 075 993. The service is open 9.00am –

5.00pm on Monday, Thursdays and Fridays and 9.00am – 6.00pm on Tuesdays and Wednesdays.

You may not be answered in person straight away as they anticipate high call numbers, but be assured someone will call you back as soon as possible.

If you are worried about what might happen if you were to fall ill, a big help is to write down everything about your caring role in an Emergency Plan – they have a template on their website for this, or call the CIC to request it. Filling out the plan with details of your loved one's needs, means all the information is in one place should others need to step in, giving you some peace of mind. On the back of this letter, you will also find useful phone numbers which you may wish to keep handy.

Young Carers Section

Action for Carers Surrey – Surrey Young Carers

www.surrey-youngcarers.org.uk T: 01483 568 269 E: scy@actionforcarers.org.uk