



JULY 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)

Very sadly as the country is still in lockdown there is obviously no Reigate Stepping Stones Social Group. However, if you wish to make contact with Reigate Stepping Stones please ring David Murphy on the office mobile as above.

The Trustees are looking at the possibility of opening up the Reigate Stepping Stones Social Group in the last week of July. If this goes ahead, then the Trustees will let everybody know.

REDHILL SAFE HAVEN

EVERY EVENING THROUGHOUT THE YEAR

6.00PM – 11.00PM

**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 the Post Office building and their parking space, Wingfield Resource Centre and 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

Guildford Safe Haven

Oakleaf Enterprise, 101 Walnut Tree Close, Guildford GU1 4UQ

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 until further notice.

SAFE HAVEN REDHILL – ONLINE APPOINTMENTS

(6.00pm – 11.00pm 365 days a year)



Where appropriate you can attend your consultation online via a video call.

Video calling is as convenient as a phone call with the added value of face-to-face communication.

It can save you time and money and brings your care closer to home.

Where do I go to attend my appointment?

Go to: <https://nhs.vc/sabp/safe-haven-Redhill>

Is it secure?

Yes. Health Service is notified when you arrive and your clinician will join you when ready. There is no need to create an account. No information you enter is stored.

What do I need to make a video call?

A good connection to the internet if you can watch a video online (e.g. YouTube). A private, well-lit area where you will not be disturbed during the consultation.

One of these:

Google Chrome web browser on a desktop or laptop or an Android tablet or smartphone

Safari web browser on an Apple iMac, Macbook, iPad or iPhone

Web-camera, speakers and microphone already built into laptops or mobile devices

Video calls are secure; your privacy is protected.

You will have your own private video room that only authorised clinicians can enter.

How much internet data will I use?

You do not use any data while waiting for a clinician to join you. An Attend Anywhere video call uses a similar amount of data to Skype or FaceTime.

How much does a video call cost?

The video call is free (except for your internet usage).

Smartphone and tablet users

If you can connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

Get ready to make video calls

Make sure that you use one of the following browsers:

Google Chrome

Windows 7+, Android 5.1+, MacOS 10.11+

Apple Safari

MacOS 10.12+. iOS 11.4+, iPadOS 13+

Go to: <https://nhs.vc/sabp/safe-haven-Redhill>

1. On this web page, click the Start video call button and follow instructions.
2. Wait in your own private video room.
3. Your healthcare provider sees you arrive in the waiting area queue and joins you in your video room when they are ready.

RICHMOND FELLOWSHIP

JULY AND AUGUST ACTIVITIES 2020

These are run by Angie Muscio using Zoom

6 July – 10 August 2020

| TUTOR | COURSE | DATES | TIMES | VENUE | |
|--------------|--------------------------------------|---------------------------------|----------------------|----------------|-----|
| Angie Muscio | Regaining Confidence | 6th July Monday 4 weeks | 10:30am – 12:30pm | Online Zoom | via |
| Angie Muscio | Dealing with Fear | 7th July Tuesday 1 week | 7pm – 9pm | Online Zoom | via |
| Angie Muscio | Unhelpful Thinking Habits | 14th July Tuesday 1 week | 7pm – 9pm | Online Zoom | via |
| Angie Muscio | Understanding Stress and Anxiety | 21st July Tuesday 4 weeks | 7pm – 9pm | Online Zoom | via |
| Angie Muscio | Mindfulness and Grounding Techniques | 3rd August Monday 1 week | 10:30am – 12:30pm | Online Zoom | via |

Angie Muscio Finding 10th August 10:30am – Online via
Happiness in Monday 12:30pm Zoom
Current Times 1 week

Their courses are free for users of Richmond Fellowship services but other people will have to have a referral, or self refer and attend an appointment with a Community Links Advisor before they can attend a course.

For all enquiries, please contact Lucy Rowley 01737 771 282 | 07770 890 245
Lucy.Rowley@RichmondFellowship.org.uk

MARY FRANCES TRUST

Mary Frances Trust continues to offer 30-minute phone appointments that need to be booked in advance. Please note that these are *not* a counselling session, 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 either on their website or the current Newsletter 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 – 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 monthly 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 now expanded their programme of online groups and activities following the success of the initial ones. They are keeping the groups quite small and short for the time being so it is important to book your place. The current calendar of online activity is found on their website.

To take part, what do you need to do?

1. If you are not already registered with them, you will need to complete a simple registration form on their website. They will contact you as soon as possible and set up an initial phone appointment to get to know you and advise you on the best way they can support you.
2. Once you are fully registered, you will need an internet connection and either a smartphone, tablet, laptop or desktop.
3. Download a free App called Zoom. If you are unsure of how to do so follow their step-by-step instructions.
4. Phone the office or contact one of the team to book a place.

5. Once you are booked on, you will receive a link and a password to click on at the time the group is due to start – it is that easy! *Please do not share this link or password with anyone as it is a closed group.* If you know someone is interested in the group, encourage them to book with the and they will send them details.
6. Make sure you read their Participation Guidelines before you join to keep yourself and others safe online and ensure everyone has the best experience!
7. You can choose if you want to be seen or if you just want to talk.
8. Do not worry if you are not sure how to use Zoom – you have got instructions on their website or you can ring them for help.

Log-in details may be changed for security reasons. Please ensure you re-book your place to get the right details. The Activity Facilitator can also re-book your place and can forward any new log-in details to you.

www.maryfrancestrust.org.uk

ESRA – MINDING YOUR BUSINESS (MYB)

ESRA's (Employment Support & Retraining Agency Limited) aim is to get people with mental health challenges back to work, remain in work or start the journey towards work with help including facilitated training, work experience and support.

MYB (Minding Your Business) was developed to provide financial support to ESRA so that the charity could continue to provide its essential service to the community with 100% of profits MYB going towards the funding of ESRA.

From these organisations two courses have been produced.

'You and Your Mental Health' is a pre-recorded webinar aimed at staff of all levels and can be viewed by downloading it from Vimeo (password protected). Written by Sarah Ambrose for MYB, a Business Psychologist, is one of their trusted and experienced trainings with a strong background in mental health training

Covered within this webinar course:

- What is our mental health & how can we invest in it in these challenging times
- Understanding Stress, how it feels & what it looks like & how it shows
- Self-awareness and the barriers to self-reflection
- Fear
- What is resilience – adaptability, knowing where to start
- Simple steps towards mindfulness
- Self-Care and the 'Five Ways of Well-Being'
- How to improve our mental health and well-being & regain a sense of self-control

'Coping with Adversity in Uncertain Times'

This interactive webinar is aimed at line managers but can be tailored to staff at all levels. Presented using Zoom, the course is delivered by our trusted and experienced instructors who have a strong background in mental health training.

Covered within this webinar course:

- Why Mental Health & what is it? The Facts
- The impact of *poor mental health* in the workplace
- Depression and Anxiety. Black Dog video
- How to recognise when someone is struggling with their mental health and what language we should use with our remote employees and colleagues
- Developing non-judgemental listening skills
- Self-care – It's all about you! Looking after your own mental health and that of others
- Tools, tips and boundary management

This course can be bespoke for you!

Whilst there is order to the content being presented, the course may be tailored to suit your business.

If interested in these courses, please contact Judy or Donna for a quote or to discuss these further.

judycorney@mindingyourbusiness.org.uk donna@esrasurrey.co.uk

Office Address: ESRA & MYB, Ground Floor, 1-3 Linkfield Corner, Redhill RH1 1BL

Tel: 01737 772 115 Email: info@esrasurrey.co.uk

Website: <http://www.esrasurrey.co.uk>

THE INCLUDE CHOIR



ONLINE

WEDNESDAYS 8.00PM – 9.00PM

The Include Choir has now set up **The Include Choir Online**.

Redhill's Include Choir seeks to reach to *everyone* including the most vulnerable members of our community with learning disabilities and autism. The choir uses Makaton signing alongside music and singing.

The new Facebook Group <https://www.facebook.com/groups/215837659503721/> is a focus for the choir during Covid-19 restrictions and has proved very popular in Redhill and much further afield too.

The Wednesday evening Facebook Live sessions from 8.00 – 9.00pm are for anyone with or without disabilities who need a little boost in their day with the added bonus that singing with Include means also learning new communications skills.

The online version of the Include Choir has attracted many new members, retained existing members and also regained some members who had moved away from the local area! Everyone is welcome in the Include Choir Online.

Smaller Include Choir groups with a social and communication focus are also running via Zoom.

Please contact Alix Lewer for more information by email at: info@include.org

WEA – ONLINE COURSES

PARACISE – LOW IMPACT EXERCISE CLASSES TO MUSIC

Paracise offers an entry point to people who would benefit physically and mentally from lower intensity exercise. Ideal for those who find regular fitness classes too demanding, or who have not exercised for a long time, or who are recovering from injury. It may be accessible to those with a wide range of health conditions such as arthritis, fibromyalgia, bad backs, etc.

Tuesdays: 23rd June – 21st July for five weeks 1.00pm – 2.00pm

<https://enrolonline.wea.org.uk/Online/2019/CourseInfo.aspx?r=C3745486>

If interested in this, there may still be some spaces available, so please phone 0300 303 3464 or visit www.wea.org.uk

CHAIR BASED EXERCISE

Tuesdays: 7th – 28th July for four weeks 10.00am – 11.00am

<https://enrolonline.wea.org.uk/Online/2019/CourseInfo.aspx?r=C3745484>

INTRODUCTION TO CARE WORK

Tuesday 7th July and Thursday 9th July 2.30pm – 4.30pm

<https://enrolonline.wea.org.uk/Online/2019/CourseInfo.aspx?r=C3745393>

SUPPORTING PEOPLE WITH DEMENTIA

Delivered by an Occupational Psychologist

Friday 17th July 10.00am – noon

<https://enrolonline.wea.org.uk/Online/2019/CourseInfo.aspx?r=C37455493>

To enrol either use the link or visit www.wea.org.uk and insert course reference or phone 0300 303 3464.



Wellbeing Prescription is currently operating a telephone social prescribing service both for existing and new clients. Telephone support includes discussions on how to remain physically active, maintaining a healthy balanced diet, weight management, looking after your emotional wellbeing including stress, worry, poor sleep and general feelings of loneliness and isolation. Wellbeing Prescription will be able to direct you to a variety of local and national organisations that will help you to improve both your physical and emotional health during the pandemic and beyond.

If you would like free wellbeing support and advice please contact Wellbeing Prescription on 01883 732 787 or email wellbeingprescription@tandridge.gov.uk. You can also visit their website for more information www.wellbeingprescription.co.uk

CRISIS SUPPORT

Safe Haven – Redhill

Wingfield Resource Centre, St. Anne's Drive, Redhill RH1 1AU

Open: 6.00pm – 11.00pm 365 days a year

Safe Haven – Redhill Online Appointments 6.00pm – 11.00pm 365 days a year

<https://nhs.vc/sabp/safe-haven-Redhill>

Safe Haven – Epsom

The Larches, 44 Waterloo Road, Epsom KT19 8EX

Open: 6.00pm – 11.00pm 365 days a year

Safe Haven – Epsom Online Appointments 6.00pm – 11.00pm 365 days a year

<https://nhs.vc/sabp/safe-haven-Epsom>

www.sabp.nhs.uk/ourservices/mental-health/safe-havens

The Crisis Line

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.

The Samaritans

Telephone Support: For anyone in emotional distress or at risk of suicide

24 hours a day – 365 days a year

Tel: 116 123 www.samaritans.org

SHOUT – Crisis text line – Text Shout 85258



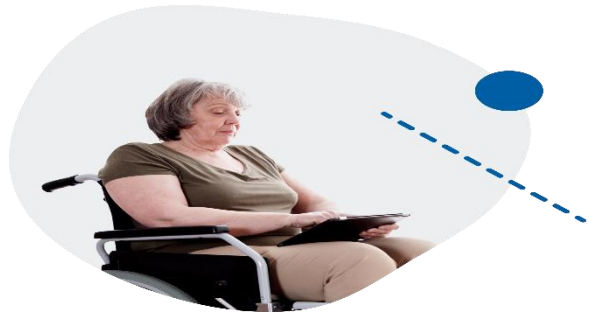
A national 24/7 crisis line called Shout is now available. It is a safe space for anyone experiencing an emotional crisis where you are listened to by a trained Crisis Volunteer.

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

GENERAL SUPPORT



During this period of the COVID-19 isolation It has been more important to look after your mental health and wellbeing. The Surrey Virtual Wellbeing Hub is your one-stop-shop to find online sessions and classes to offer you the support you need during COVID-19 pandemic isolation measures.

Partners including The Richmond Fellowship, Catalyst, Mary Frances Trust and Surrey Coalition of Disabled People are still providing support and adapting many of their popular sessions so that can be access online.

Simply visit www.healthysurrey.org.uk/virtualwellbeing to view the range of sessions and register your interest – or refer someone you know who is currently struggling.

Reigate & Banstead Council

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

Surrey Community Helpline

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

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

The 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.

COUNSELLING SERVICES

Mind Matters

Locations: Redhill, Oxted, Caterham, Reigate, Dorking, Epsom

Tel: 0300 330 5450

www.mindmattersnhs.co.uk

ieso Digital Health

Telephone & online service

One-to-one cognitive behavioural therapy in real time using typed conversation over secure internet connection.

Tel: 01954 23 066

<http://www.iesohealth.com/surrey>

Think Action

Locations: Redhill, Caterham, Reigate, Oxted

Tel: 01737 225 370

Text: TALK to 82085

www.thinkaction.org.uk



DHC Talking Therapies are offering free, confidential support to individuals age seventeen plus in Surrey to people who are struggling with their mental health.

They have developed a new online therapy group as below:



Live Well: Worry Less and Build Resilience

Do you feel stressed, worried, anxious, depressed?
Are you having difficulty adjusting to the lifestyle changes
during the COVID-19 pandemic?

Are you experiencing unhelpful thoughts and worries
about the current situation?

A talking therapy virtual group based on low intensity CBT methods to support people in managing their worries and building resilience during the COVID-19 pandemic.

Date: Tuesday 21st July Time: 6.00p – 7.30pm

Via: Zoom video call

Access to Zoom is required.

Please contact DHC to reserve your place on 01483 906 392 or visit

<https://dhctalkingtherapies.co.uk/self-referral/>

Children and Young People's Crisis Services

CYP Haven (10 – 18 years old)

Due to the advice given by HM Government and Public Health England to reduce social contact, the decision has been made to physically close the CYP Havens temporarily. They are however offering a virtual service over the phone and this will be available every week day from 4.00pm – 8.30pm and weekends from 12.00noon to 6.00pm for young people to talk and access support. The number will not be available outside of those times and text messages may not be responded to for several days, so please call rather than text.

07773 008 435 - This number is subject to change, please check here before calling. You will initially be put through to a youth worker who will have an initial chat with you and may decide to take your details and ask a mental health professional to call you back.

Please note that although we are a crisis service, if you are physically harmed or are not safe in your current surroundings, please call 999.

Please note: If you are calling from a withheld number, please leave a message with your name and someone will get back to you. Calls which do not display the phone number will not be answered

www.cyphaven.net

Heads Together – Young People (14 – 24 years)

Heads Together have been providing counselling in East Surrey since 1994. They provide free and confidential counselling for young people aged between 14-24 years 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 personal circumstances, enabling them to lead a fuller and more satisfying life.

Tel: 01737 378 481 Email: headstog@ymcaeast Surrey.org.uk

Website: ymcaeast Surrey.org.uk/heads-together-counselling

Childline: 0800 1111 childline.org.uk

Papyrus: 08000 684 141 or you can text 07786 209 697 papyrus-uk.org

CARERS' SECTION East Surrey Carers Support Association (ESCAS) 01737 276 000

East Surrey Carers Support Association has now changed their email address; e.g. for general contact with this organisation is info@escsa.org.uk

East Surrey Carers Support Association continues 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)

Action for Carers continues to be open and is there to support you. Besides giving support and information, they can provide letters to confirm you are a carer, for priority shopping, for people who want to prove their caring status to employers and for those caring for someone with autism who needs to leave the house more frequently.

Action for Carers is now running their general support groups for carers by video, using a system called 'Zoom'. You can join with your computer, tablet or mobile. The groups will be held every other week and they are called 'Coffee, Chat and Support' and will be starting from Tuesday 12th May.

Tuesdays 10.00am – 11.30am
Wednesdays 1.00pm – 2.30pm
Thursdays 1.30pm – 3.00pm
Fridays 10.30am – 12 noon

Booking is essential, but it is easy. Please leave a voicemail on 0303 040 1234 option 1, email them at CSAdmin@actionforcarers.org.uk or you can go on to their website: Actionforcarers.org.uk/events. Once you have been registered, you will be sent out joining instructions, a brief guide to using Zoom and a password for your chosen Group.

Groups are general, but they may have 'specialist' groups, e.g. parent carers, in time.

You do not have a computer or smart phone?

If you do not have a computer, tablet or mobile, or have one but do not feel confident in using it, please call the Carer Information Centre. There are many places offering grants for people to get computer equipment and they can apply for you.

Additionally, they can put you in touch with charities that can help you with getting to grips with your IT equipment or phone. Please ask.

Young Carers Section

Action for Carers Surrey – Surrey Young Carers

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

Childline – for children and young people under 19 0800 1111

YoungMinds – parents worried about their child – Parents Helpline call 0808 802 5544

YoungMinds Crisis Messenger – free 24/7 - 85258

CATALYST

SMART (Self-Management and Recovery Training)

Smart meetings are for people addicted to alcoholic and drugs.

Smart meetings are now held online and now have eight meetings with a variety of day and evening times, all facilitated by trained and vetted staff or volunteers.

Wednesdays at 11.30am – 12.30pm 7.30pm – 9.00pm

Thursdays at 10.00am – 11.30pm 7.30pm – 9.00pm

Fridays at 1.00pm – 2.30pm 7.30pm – 9.00pm

Saturdays at 11.00am – 12.30pm

Sundays at 6.30pm – 8.00pm

Tel: 01483 590 150 Text: 07909 631 623 Email: info@catalystsupport.org.uk

USEFUL HELPLINES

ESDAS (East Surrey Domestic Abuse Services)

Do you know someone (*female or male*) who is *frightened, hurt or controlled* by a partner or family member? Please ring for advice, support and information.

Office Hours: 9.00am – 4.00pm Monday-Friday 01737 771 350

www.esdas.org.uk Email: support@esdas.org.uk

Domestic Abuse National Helpline (24 hours) 0808 2000 247

Surrey Domestic Abuse Helpline (24 hours) 01483 776 822

RAPE CRISIS SURREY & SUSSEX

NATIONAL HELPLINE 008 802 9999

The Helpline is:

- Open every day of the year from 12 noon – 2.30pm and 7.00pm – 9.30pm
- Staffed by fully trained female Helpline workers
- Free to landline, Virgin, Orange, O2, 3, T-Mobile and Vodaphone mobile phone networks
- Calls to the Helpline from these networks will not show upon phone bills

This service is for females who have been abused and also girls from the age of 13 years upwards.

They can promise you:

