

**Happy  
New Year**

**SOCIAL GROUP MOBILE NO. 07543 889 649**

**(Only in use Tuesday and Thursday: 10.45am – 1.15pm)**

**SOCIAL GROUP ADDRESS: MERSTHAM FOOTBALL & SOCIAL CLUB,  
WELDON WAY, MERSTHAM, REDHILL RH1 3QB**

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

**WE WISH YOU ALL A HAPPY, HEALTHY NEW YEAR  
FROM EVERYONE AT REIGATE STEPPING STONES**

**It is with great regret and sadness to say that for the time being Reigate Stepping Stones Social Group will be closed to keep members and staff safe from catching the Covid-19. The Trustees will be have the position on constant review with the hope that the Social Group can soon be re-opened again. David Murphy, Chair, will continue to keep in touch with all the members by mobile.**

**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. Mental Health carers are also welcome.

Please wear your face mask when visiting.

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

### **Epsom Safe Haven**

The Larches, 44 Waterloo Road, Epsom KT19 8EX  
6.00pm – 11.00pm every evening throughout the year

### **Guildford Safe Haven**

Oakleaf Enterprise, 101 Walnut Tree Close, Guildford GU1 4UQ  
6.00pm – 11.00pm every evening throughout the year

### **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

## **SAFE HAVEN REDHILL – ONLINE APPOINTMENTS**

**(6.00pm – 11.00pm 365 days a year)**



People in crisis are able to attend a Safe Haven 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 time and money and remove the

issue of out of hours travel, bringing free expert care closer to home.

For a virtual visit, when you click on the link below you enter the clinic's online waiting area. The Health Service is notified when you arrive and your clinician will join you when ready without needing to create an account.

Click on the link: <http://nhs.vc/sabp/safe-haven-redhill>

- On this web page, click the Start video call button and follow the instructions
- Your healthcare provider sees you arrive in the waiting area queue and joins you in your video room as soon as they are available

If your call is not answered because of an emergency at the Safe Haven you are trying to reach then another Safe Haven will take your call.

It is secure as no information is stored; video calls are secure and your privacy is protected. You have your own private video room that only authorised clinicians can enter.

How much does a video call cost? The video call is free (except for your internet usage.)

How much internet data will you use? You do not use any data while waiting for a clinician to join you. A video call uses a similar amount of data to Skype or FaceTime.

## **RICHMOND FELLOWSHIP**

### **WELLBEING COURSES AND WORKSHOPS – ZOOM**

#### **DISCOVERING SELF ESTEEM AND CONFIDENCE**

**Mondays 11th, 18th, 25th January 01st, 08th February 2021 10.30am-12.30pm**

Join their 5-week course to discover how self-esteem and confidence are already within you.

Understand how confidence and self-esteem are linked and discover new tools to help boost your self-esteem which in turn will improve your self-confidence.

#### **MANAGING ANXIETY AND FEAR**

**Tuesdays 26th January 02nd, 09th February 2021 7.00pm – 9.00pm**

Join their 3-week course to understand how anxiety and fear can impact our everyday lives and learn tools to help you manage.

“You don’t have to control your thoughts, you just have to stop letting them control you” – Walter Anderson

#### **NURTURING YOUR WELLBEING**

**Mondays 22nd February 01st, 15th, 22nd March 2021 10.30am – 12.30pm**

During this 4-week course they will look at different steps you can take which can be implemented in your daily life. These steps will enrich your wellbeing and grow an awareness of your emotional intelligence.

#### **WHAT MAKES YOU, YOU?**

**Tuesdays 23rd February 02nd, 16th, 23rd March 2021 7.00pm – 9.00pm**

Ever wondered what makes you, you?

Together they will explore your personal identity during this 4-week course. You will discover how your core values, life experiences, beliefs and various other aspects all play a part in your individual identity.

#### **SIX STEPS TO WELLBEING**

**Wednesday 6th at 10.00am-12.30pm Thursday 21st January at 6.30pm-9.00pm**

**Wednesday 3rd February at 10.00am-12.30pm Thursday 25th February at 6.30pm-9.00pm Saturday 27th February at 10.00am-12.30pm**

**Wednesday 10th March at 10.00am-12.30pm Monday 29th March at 6.30pm-9.00pm**

Join them for a fun 2.1/2-hour workshop to learn about six easy steps to a happier and more positive you.

## **WEEKLY GROUPS AND ACTIVITIES**

### **MINDFUL MATTERS**

**Mondays 4.00pm – 5.00pm**

Weekly mediation drop-in group.

For the first half of the session, they will share ideas and techniques which can be embedded into everyday life, developing the skill of paying attention to the present moment.

The second half of the session will be a guided mediation lead by their group facilitator.

### **\*NEW\* STRESS AND ANXIETY TOOLKIT**

Weekly drop-in group starts on Wednesday 13th January 1.30pm – 3.30pm

### **\*NEW\* MORNING LIGHT RELIEF COFFEE**

Weekly drop-in group starts on Thursday 14th January 10.30am – 11.30am

### **PEER SUPPORT GROUP**

Weekly drop-in group on Fridays at 2.00pm – 4.00pm

### **WATERCOLOUR GUIDED WALKS**

Second and fourth Mondays in each month 1.00pm – 2.30pm

Fortnightly guided walking group. Now not on due to the current lockdown.

### **COMPUTER REFRESHER COURSES**

#### **REFRESHER FOR WORD**

**Refresh and expand your Microsoft Word skills**

**Mondays 25th January 1st, 8th February 2.30pm – 4.00pm**

Learn how to personalise your workspace and manage and edit documents effectively including: using the ribbon – styles and sizing – highlighting – magnifying – spell check – autocorrect *and more!*

#### **MOVING ON WITH WORD**

**Mondays 25th January 1st, 8th February 10.30am – 12.00pm**

**Add to your M.S. Word skills with this 3-week course**

This 3-week morning course is the next progression from Refresher for Word and covers: address layout – images within text – headers & footers – A5 flyers

#### **EXCEL BASICS**

**Wednesday 27th January 3rd, 10th February 2.30pm – 4.00pm**

**An introduction to Microsoft Excel**

If you're an Excel beginner this is the perfect place for you to start: Navigate the Excel working area – Formula Bar – Auto Sum Format – Rows & Columns – Ribbons and tabs – Quick Calculator

#### **MOVING ON WITH EXCEL**

**Wednesday 27th January 3rd, 10th February 10.30am – 12.00pm**

### **Add to your M.S. Excel skills with this 3-week course.**

This course is the next progression from Excel Basics, covering: Making simple charts – make and annual sales table – formulas count feature – sorting & filtering – controlling printable area – *and more!*

How to book:

Phone: 01737 771 282 SMS: 07393 797 846

Email: [RedhillCC@RichmondFellowship.org.uk](mailto:RedhillCC@RichmondFellowship.org.uk)

By booking your place you will be temporarily registered with Richmond Fellowship.

### **ART MATTERS - RICHMOND FELLOWSHIP**



**Parochial Hall, Earlswood, Redhill RH1 6HE**

Art Matters was established in 1995 and is a community arts studio and centre of wellbeing.

The studio offers a person-centred and supportive environment in which people are encouraged to explore their creativity, curiosity and develop new skills and confidence.

Individuals are encouraged to set themselves goals and take ownership of their development pathways, building on personal strengths and aspirations in a shared and inclusive environment.

Art Matters will be staying in touch and checking-in *all* of their Artists through emails, messages and phone calls during the current lockdown.

To find out more, please contact them: Tel: 01737 766 212 or 07786 191 153

Email: [artmatters@richmondfellowship.org.uk](mailto:artmatters@richmondfellowship.org.uk)

### **THE OLD MOAT GARDEN CENTRE AND CAFÉ - RICHMOND FELLOWSHIP**

**LET US HELP YOU GROW**

**Horton Lane, Epsom KT19 8PQ**

**Opening Hours: Monday – Friday 9.00am – 4.45pm**

**Saturday and Sunday 10.00am – 4.00pm**



The Old Moat Garden Centre and Café supports people living with mental ill health to build confidence and skills in a supportive environment. Their experience there encourages positive social interaction and helps them to achieve their personal goals with regards to gaining horticultural experience and playing an integral role in the operation of their garden centre. They are offer the opportunity to gain qualifications and work as part of a team in running their Garden Centre.

The Old Moat Café and Shop also offers a different range of work-based opportunities and experience in the catering and service industry. The Old Moat Café is, of course, closed for the time being due to the Covid-19.

If interested, please contact: 01372 731 971

## 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 and wellbeing 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 has now expanded its programme of online groups and activities following the success of the initial ones so it is important to book your place. The current calendar of online activity is found on their website which has a vast selection of courses besides Coffee Mornings Monday to Friday from 10.30am – 11.30am with many others that are regular such Peer Support Group.

The following are new online courses.

**Yoga for Beginners (New Year – New You)** – Anna Rowe, Thomas and Michele  
4-week course starting Tuesday 5th January at 3.00pm – 4.15pm

### Qigong for Beginners

Restarts again on Wednesday 6th January 2021 at 10.30am – 11.45am

### Singing in Mind (Choir)

 Hazel and Marcia

8-week course starting on Wednesday 13th January at 2.00pm – 2.45pm

### Pain Management

 Kiran and Parvin

6-week course starting on Thursday 14th January 2021 at 10.00am – Noon

(To be eligible for this course, you will need to be assessed by the Centre for Psychology and not be receiving other CBT or counselling. You will need to register first with MFT by the 30th December 2020, then your details will then be passed on to the Centre for Psychology who will conduct a telephone assessment.)

**Funk & Flow Yoga** - Anna Rowe, Thomas and Michele

4-week course starting Friday 8th January 2021 at 3.00pm – 4.00pm

### **Ongoing Groups**

**Improve Your Language in Current Times** Parvin and Joanna

6-week course for non-native English speakers on Monday 6.00pm – 8.00pm

Restarts on Monday 4th January 2021.

**Women's Group on Tuesdays** from 11.00am – 11.45am.

Re-starts on Monday 5th January 2021.

**Bipolar Support Group** on Thursday 7th January from 7.00pm – 8.00pm Helen

### **Young People**

**Arts Connect! Arts & Crafts sessions for young people aged 16-25**

Restarts Tuesday 5th January 2021

Taryn

**Connect! A peer support group for young people aged 16-25**

Re-starts Thursday 7th January 2021 (every two weeks)

Sarah and Justin

**Being Well, Doing Well Workshops for young people (16-25)**

Thursday 14th and 28th January and 11th February 2021

Taj, Sarah and Justin

To book your place, you need to register with Mary Frances Trust

Contact: 01373 375 400 Text 07929 024 722

Email: [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk)

### **ESDAS (EAST SURREY DOMESTIC ABUSE SERVICE)**

#### **ROLLING PROGRAMME OF WOMEN'S INFORMAL DROP-IN WORKSHOPS**

**SPECIFIC MONDAYS 9.00AM – 4.00PM**

**ON ZOOM ONLY**



ESDAS offers an ongoing programme of six workshops to women who are, or have been, in domestic abuse situations. Each of the six Workshops will focus on a specific topic meaning you can choose to come to as many or as few as you wish and have a chance to catch up with any you missed during the following term. There will be time at the start of the session for informal discussion and relaxation exercises will be offered at the end depending on time available.

The workshops will run on specific dates on Monday between 9.00am to 4.00pm on Zoom only.

Workshops are facilitated by an experienced ESDAS Outreach Worker and a small team of trained ESDAS volunteers. Some Workshops will be run by external facilitators.



Their aim is to offer you a range of emotional and practical life skills to build self-esteem and confidence and to encourage and empower you to move forward in your recovery.

The workshops are offered free of charge.

They are unable to accommodate school age children as the conversations and content of workshops may be inappropriate. However, if you have pre-school children and are unable to access childcare please give them a call so they can discuss options which may help you to attend.

If you would like any further information on these Workshops please call Jeanette on 01737 771 350.

**EAST & MID SURREY FOCUS GROUP  
SURREY & BORDERS PARTNERSHIP NHS FOUNDATION TRUST  
MONDAY 4TH JANUARY 1.00PM – 2.30PM**

Join by zoom link:

<https://us02web.zoom.us/j/965783563?pwd=ZFh3ck0xWTBtc01OTXhtczB2emlDd>

By free phone: 0800 260 5801

Meeting ID: 965 783 7563

Password: 871124



**AGENDA**

1. Welcome, Ground Rules and Apologies
2. Minutes and Actions of the E&M FoCUS meeting from 7th December 2020
3. New Hospitals Programme Update – Sara Saunders
4. Local Issues, good news and compliments on Surrey and Borders Partnership Services
5. Refreshment Break – 10 minutes
6. CMHRS Update – Gardner Gwashavanhu,
7. The next meeting is on: **Monday 1st March 2021** via Zoom

**DORKING HEALTHCARE LTD. (DHC)**

This organisation is due to run two free psychoeducational courses in January to support people struggling with their mood or anxieties.

**LIVE WELL; INCREASE MOTIVATION AND**

**BOOST MOOD**

**Monday 18th January at 6.00pm (4 weeks)**

**Zoom**



A talking therapy group based on low intensity CBT methods to support people in increasing their motivation/activity, challenging their unhelpful thoughts and boosting their mood.



## LIVE WELL; WORRY LESS AND BUILD RESILIENCE



A talking therapy group based on low intensity CBT methods to support people in building their resilience to cope with daily pressures and to learn strategies to manage and reduce their worries/anxiety.

This organisation has a variety of virtual groups running for clients who are pregnant or postnatal, have a long-term health condition or who are interested in learning mindfulness skills.

DHC Talking Therapies also have one-to-one therapy options available too:

Online CBT with SilverCloud – Providing a range of CBT programmes, especially designed for individuals to work through at their own place, but supported by a therapist via online messages or over the phone. This includes their new “Challenging Times” COVID-19 specific modules, as well as managing money worries, mindfulness and Building Resilience.

Telephone or video CBT: One-to-one support to help identify current thinking patterns and behaviours that might be problematic and help you learn new techniques to improve these.

Telephone or video counselling for depression: One-to-one support to help people to explore and understand their feelings underlying their depression and develop new ways of looking at themselves and the world around them.

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

If interested, please contact: DHC on 01483 906 392 or visit <https://dhctalkingtherapies.co.uk>

## PATCHWORKING GARDEN PROJECT



**TUESDAY      WEDNESDAY      THURSDAY**  
**10.00AM – 12.30PM    AND/OR    1.30PM – 4.00PM**  
**Patchworking Garden Project,**  
**Aviva Pic (formerly Friends Life) Sports Ground,**  
**Pixham Close, Dorking RH4 1QA**

The Patchworking Garden Project is bringing positive change to people’s lives through the therapeutic benefits of gardening.

Gardening improves wellbeing as well as providing social interaction and the opportunity to learn new skills.

Set in a walled garden, The Patchworking Garden Project does all this in a stunning natural environment. People can come and garden in supported sessions, or simply enjoy the space.

If interested, please contact: 07814 544 420

Email: [info@patchworkinggardenproject.co.uk](mailto:info@patchworkinggardenproject.co.uk)

## REIGATE STEPPING STONES SOCIAL GROUP (TUESDAYS & THURSDAYS)

MID & EAST SURREY



### MENTAL HEALTH OUTREACH

*Specialist advice service for people suffering with severe and enduring mental illness*

Do you need assistance with any of the following?

- Housing
- Employment
- Benefits, Appeals and Tribunals
- Consumer Rights
- Debt
- Family and Personal Matters
- Discrimination

If the answer is yes, please speak to RSS Social Group staff to fill in a form to book an appointment with one of their Mental Health Advisers online.

### SELF INJURY SUPPORT



#### WOMEN'S SELF INJURY HELPLINE

**TUESDAY, WEDNESDAY, THURSDAY 7.00PM - 9.30PM**

**0808 800 8088**

Emotional support, listening and signposting for women affected by self-injury.

- They are not able to see your number
- Their number will not show up on phone bills
- Free from mobiles on 3 EE, O2, Orange, T-Mobile, Virgin, Vodafone and landlines

If you are under 24 years of age you can contact TESS text and email support service for girls and young women affected by self-injury on the above-mentioned days.

Text: 07537 432 444

[www.selfinjurysupport.co.uk](http://www.selfinjurysupport.co.uk) and click on link to TESS text and email support and then email TESS.

Confidential

Non-judgemental

Supportive

[www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)

Charity No. 1092299

### THE INCLUDE CHOIR



**WEDNESDAYS 8.00PM – 9.00PM  
ONLINE**

**The Include Choir** is an inclusive choir for people with and without learning disabilities or autism. Enjoy the benefits of singing for wellbeing, the fun and

friendly community - and practice and learn Makaton signs. (It's a great opportunity for Care staff and families to join in with people they support).

The Include Choir Online runs Wednesdays at 8pm on Facebook.

The new Facebook Group is a focus for the choir during Covid-19 restrictions and has proved very popular in Redhill and much further afield too.

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.

A Facebook account is needed to join the group and joiners must agree to their Code of Conduct to gain access.

Please contact Alix Lewer for more information by email at: [info@include.org](mailto:info@include.org)

## DO YOU LIKE MUSIC?



**JANUARY 2021 1.10PM – 2.00PM**

**St. Matthew's Church, 71 Station Road, Redhill RH1 1DL**

Due to the Covid-19 restrictions, they are currently unable to stage the lunchtime concerts. However, it is hoped that when the restrictions are lifted, these will be able to continue with concerts.

These concerts are held for about an hour which is free, although a donation of £5.00 would be appreciated.

Please note that programmes and performers may be subject to change without notice.

Social distancing measures will be in place.

Please wear a face covering when in church.

Toilets will be available and sanitised between each use.

Note – the Coffee Shop is closed until further notice.

## YMCA



**WELLBEING GYM SESSION**

**THURSDAY 2.00PM – 3.00PM**

**YMCA Sports & Community Centre, Princes Road,  
Redhill RH1 6JJ**

Annual Membership is free on production of Exercise Referral Form which has been signed by a medical person, e.g., CPN, GP, etc.

If you are new to the YMCA please ring for an initial appointment, details on the referral form.

For further information, please contact Wayne Askin on 01737 784 976 or email: [wayne.askin@ymcaeastssurrey.org.uk](mailto:wayne.askin@ymcaeastssurrey.org.uk)



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](mailto:wellbeingprescription@tandridge.gov.uk). You can also visit their website for more information [www.wellbeingprescription.co.uk](http://www.wellbeingprescription.co.uk)

## **CITIZENS ADVICE – REIGATE & BANSTEAD**

**Redhill branch** – Tel: 0800 144 8848

## **Merstham Outreach Branch** – 01737 931 064

This is a new service for clients who find using the phone challenging and/or have no access to the Internet.

To contact their NEW SERVICE to arrange an appointment, please call the answer phone 01737 931 060.

Please say 'Outreach Request' at the start of your message for a faster service.

For self-help advice, go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## **UNIVERSITY OF SURREY**



### **SERVICE USER AND CARER INVOLVEMENT**

**Are you interested in getting involved in teaching nursing students?**

We at the University of Surrey are looking for experts by experience of using mental health services to come and co-produce and teach content for our nursing students. We train all the fields of nursing (mental health, child, adult) as well as Paramedic Science and feel the input from service users and carers is integral to the development and experience of our students.

What would this involve?

Supporting our mental health tutors to develop content, as well as teach on some of the modules.

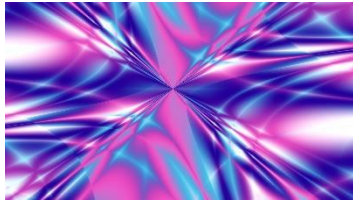
Will this be paid?

Yes – they will pay you for your time, or if you prefer, give you vouchers?

Who do I need to contact if I am interested?

Vicky Naidoo is one of the mental health tutors who is organising this group of experts. You can contact her through her email if you are interested, or if you would like any more information: [v.naidoo@surrey.ac.uk](mailto:v.naidoo@surrey.ac.uk)

## **NEW EATING DISORDER STEERING GROUP**



In Surrey a steering group is being rapidly assembled to solve the gap in service provision for patients with eating disorders and their physical health monitoring.

Tim Bates GP is co-chair and conscious they do not have patient representation and is looking to talk to an expert patient group for perspective from their side. He would like to hear of patients' experiences of accessing physical health checks, or being denied access to the same if that has been an issue.

If you think you could help, please contact Guy Hill, Independent Mental Health Network Co-ordinator. Tel: 01483 456 558 Mobile/SMS: Text 07305 009 869 Email: [guy.hill@surreycoalition.org.uk](mailto:guy.hill@surreycoalition.org.uk)

## **PEOPLE IN MENTAL HEALTH CRISIS**

### **The Crisis Line**

Surrey & Borders Partnership NHS Foundation Trust  
Mental Health Crisis Line – 0800 915 4644

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

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](http://www.ngts.org.uk)

### **Safe Havens**

The Safe Havens are Redhill, Epsom, Guildford, Woking and Leatherhead.

Safe Havens – Online appointments

All the details of these organisations are on the front pages; one and two.

## **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](http://www.samaritans.org)

### **SHOUT – Crisis text line – Text Shout 85258**



A national 24/7 crisis line called Shout is 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

### **Campaign Against Living Miserably (CALM) – for men or people identifying as male**

Call 0800 58 58 58 – 5.00pm to midnight every day

Or visit the webchat page

SANeline – Mental health support line – open every day from 4.30pm to 10.30pm

Tel: 0300 304 700

## **COUNSELLING SERVICES**

### **Mind Matters**

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

Tel: 0300 330 5450

[www.mindmattersnhs.co.uk](http://www.mindmattersnhs.co.uk)

### **Mind Matters**

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

Tel: 0300 330 5450

[www.mindmattersnhs.co.uk](http://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

## WEBCCHAT

**Togetherall:** 24/7

<https://www.togetherall.com/joinnow/RecoveryFocus>

**Calmzone:** Webchat 5.00pm-midnight 365 days

<https://www.thecalmzone.net/help/webchat/>

**Stay Alive:** <https://www.stayalive.app/>



## GENERAL SUPPORT



During this period of the COVID-19 pandemic 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](http://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

## **CHILDREN AND YOUNG PEOPLE'S CRISIS SERVICES**

### **CYP Haven (10 – 18 years old)**

Redhill CYP Haven, The Annexe, The Redhill Centre, 132-138 Station Road, Redhill RH1 1ET

Access is through the back gate on Fairfax Avenue – use postcode RH1 1HX

This service is now open on the days below:

Wednesday 4.00pm – 8.30pm  
Fridays 4.00pm – 8.30pm  
Sundays 12.00pm – 6.00pm

### **Workshop Timetable**

Join them online for small group workshops discussing different mental health topics.

Wednesday at 7.00pm and 8.00pm

If you want to join a group, please call the CYP Haven and book a slot. They will send you a link to join. You will need Google Chrome on your computer/device.

They have a variety of subjects of interest that affect young people.

Tel: 07773 008 435 Website: [www.cyphaven.net](http://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 person circumstances, enabling them to lead a fuller and more satisfying lives.

Tel: 01737 378 481 Email: [headstog@ymcaeastssurrey.org.uk](mailto:headstog@ymcaeastssurrey.org.uk)

Website: [ymcaeastssurrey.org.uk/heads-together-counselling](http://ymcaeastssurrey.org.uk/heads-together-counselling)

Childline: 0800 1111 [childline.org.uk](http://childline.org.uk) For children and young people under nineteen years.

YoungMinds – parents worried about their children

Parents Helpline call 0808 802 5544

### **East Surrey Carers Support Association (ESCAS) 01737 276 000**

East Surrey Carers Support Association continues to give all their carers a service for as long as possible. They are planning to keep the office open, 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 you will have that much deserved conversation.

We have been informed that East Surrey Carers Support Association (ESCAS) will be closing at the end of March. We would like to thank them for all the work they have been doing and will continue to do until the end of March. They will certainly be missed.

Email: [info@escsa.org.uk](mailto:info@escsa.org.uk)

### **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.

### **'Coffee, Chat and Support' Groups**

These are held monthly. They are all open to all carers – just choose the time that suits you best. (The booking link sent to you now lasts for three months.)

Every month:

First Tuesday 10.00am – 11.30am

Fourth Wednesday 1.00pm – 2.30pm  
Third Wednesday 7.00pm – 8.30pm  
Third Thursday 1.30pm – 3.00pm  
Second Friday 10.30am – 12 noon

There are now specialist groups following feedback.

First Tuesday 10.00am – 11.30am This group is for all carers to attend.

### **Parent Carers**

Second Friday of each month 10.30am – 12 noon Are you a parent supporting your child under 18 years. Join them to talk to their experienced staff and other carers in a similar position.

### **Mental Health**

Third Wednesday of each month 7.00pm – 8.30pm For carers who care for an adult with a mental health problems.

### **Mental Health – Adolescents and Young People**

Third Thursday of each month 1.30pm – 3.00pm Support for parents of a young person with mental health problems.

### **Eating Disorders**

Fourth Wednesday of each month 7.00pm – 8.30pm Are you supporting someone with an eating disorder? Join their new specialist support group to talk to other carers in a similar position, explore new ideas to recovery and have a chance to look after your own needs.

### **Dementia Navigator Support**

Third Wednesday 10.30am – 12 noon (booking link is for 1 session only)  
Time to ask questions and share tips around caring for someone with dementia.

### **Former Carers**

Second Tuesday of each month 10.30am – 11.30am (Starts 12th January)  
A group for carers who are experiencing loss and bereavement to find support from others.

### **Giving Carers a Voice Consultations**

Led by Maria Young

Tuesday 12th and Thursday 28th January 7.30pm – 8.30pm

### **Moving and Handling: Sit to Stand**

Led by their Moving & Handling Advisors

Wednesday 13th January 10.30am – 12 noon

Do you have to help someone get out of bed, or up from a chair or wheelchair? Their Moving and Handling team show you how to do this safely – for you and the person you care for.

### **Knit and Natter**

Led by Heidi and Katie

Thursday 14th January 10.30am – 11.30am

Relax, chat and share knitting projects. All abilities welcome.

## **Yoga with Saara**

Led by Saara

Starting Monday 13th January and continues every Monday

Join them in starting the week with a positive, fun yoga session to look after yourself in both body and mind.

## **Mindfulness**

Tuesday sessions are led by either Diana Thornton or Claire Garthwaite.

Monday sessions led by Suzette Jones

Weekly day session starting on Tuesday 12th January at 4.00pm – 4.45pm.

Monthly evening sessions start on Monday 11th January at 7.00pm – 7.45pm

Take some time for yourself. Join them for mindfulness techniques to promote wellbeing and reduce stress.

## **Mindful Music**

Led by Helen Wallace

8-week course starting Thursday 7th January at 3.30pm – 4.45pm

Mindful music is a short-term therapy that can help people change how they react to stressful situations, anxiety and conflict.

## **Anticipatory Grief**

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

Tuesday 19th January 10.30am – 12.30pm

A session to explore how caring for someone with a long-term illness or dementia can create conflicting feelings. A chance to talk about the fatigue carers can feel and the mental, emotional and social effects of grief, both in anticipation and after a bereavement.

## **Photography Club**

Led by Katie Davey

Fourth Friday of the month, 22nd January, 25th February, 26th March 10.00am-12.00pm

“When life gets blurry adjust your focus.” This club enables you to meet fellow carers who have an interest in photography, learn new skills and to share projects. All abilities welcome.

## **Scavenger Hunt**

Led by Carol, Armed Forces Coordinator

Tuesday 26th January 10.30am – 11.30am

Join them for some fun and laughter.

## **Anxiety and Loss**

Led by Angela Higgins, Bereavement Coordinator, Bereavement Centre

Tuesday 26th January 12.30pm – 2.30pm

This workshop will help you gain an understanding of anxiety and loss, looking at symptoms and strategies.

## **Emotional Freedom Technique: TAP Therapy**

Led by Aga Kehinde

Tuesday 26th January 7.00pm – 8.15pm

Emotional Freedom Technique (EFT), often referred to as EFT tapping, is an alternative therapy for anxiety, post-traumatic stress disorder and many other conditions. This self-help therapy involves acupuncture points on the hands and face, allowing the body to calm down even when the mind is overwhelmed.

## **Introduction to ACS: Session for New Carers** (and for carers simply wishing to learn more)

Led by Rachel Brennan and their Carer Support Advisers

Thursday 28th January 10.30am – 11.30pm

Find out about all the services offered by Action for Carers and how they can support you.

## **Moving and Handling: Bed mobility**

Led by their Moving & Handling Advisors

Thursday 28th January 1.00pm – 2.30pm

Workshop for anyone caring for someone who struggles to get in or out of, or move around the bed.

## **NAAFI Break**

Every fourth Wednesday of the month, 27th January, 24th February, 24th March  
10.30am – 11.30am

Their Armed Forces Carers Support Coordinator is running a question-and-answer Zoom meeting for carers who are servicing, reservist, veterans and family members. So bring a brew and a biscuit and come and join them.

## **New: 'R.A.N.T.**

Led by Stuart Woods

Friday 15th January 10.30am – 11.30am

Your sports team not performing well? Fed up with 'expert' comments on social media? Family or neighbours not returning things they borrow? Life can be frustrating! How about setting sometime aside from caring to chat about **Random And Non-care-related** Topics in our R.A.N.T. group. Other groups are caring issues – this one is exclusively for RANT purposes.

Booking is essential. Please do not turn up at these groups without booking in first having a conversation so that they can carry on ensuring the safety of you, the other carers and staff.

## **USEFUL HELPLINES**

### **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](mailto:info@catalystsupport.org.uk)

## **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:

Confidentiality	Honesty	Emotional support
Professionally trained support Workers	Independent unbiased information	
Nationwide referral numbers	Free written information	

They are there to help with trust, understanding and support

## **SURREY RASASC**

Helpline – 01483 546 400

This is open from 7.30pm – 9.30pm on Monday, Tuesdays and Wednesday.

Their free helpline provides information and emotional support to survivors of rape or sexual abuse and to people who are supporting a survivor. If you need to talk, they are there to listen to you.

If you have an emergency, please call 999.

## **Safeline's National Male Helpline**

0808 800 5005

Open: Monday, Wednesday and Friday 9.00am – 5.00pm

Tuesday and Thursday 8.00am – 8.00pm

Saturday 10.00am – 2.00pm

Website: <https://www.malesurvivor.co.uk/support-for-male-survivors>

## Respect – Men’s Advice Line



**Don’t suffer in silence!**

**You are not alone**

**Domestic violence has surged since the start of the coronavirus lockdown**

Domestic abuse affects men too. Talk it over.  
Are you being abused?

Have you changed the way you behave because you are frightened of your partner’s reaction?

Do you feel afraid, ‘walking on eggshells’ or intimidated by your partner?

Does your partner hurt you – physically, emotionally or in other way?

If you answer yes, you are being abused.

It is not your fault.

There is help.

There is hope.

Freephone: 0808 8010327

## Street Light UK



**Streetlight UK** support all women (18+) involved in prostitution regardless of how or where they sell sex. They support women advertising off-street as well as on-street, using tailored 1-1 support plans according to the needs of each woman.

In addition, they support police teams on their modern-day slavery operations, assisting them on suspected brothels or properties where trafficking is taking place. Streetlight offers practical advice, emotional support, exit support and post-exit support to women involved in prostitution.

Women can self-refer by texting or calling 07546 588 449 or emailing [info@streetlight.uk.com](mailto:info@streetlight.uk.com) or emailing [info@streetlight.uk.com](mailto:info@streetlight.uk.com) or completing a referral form. More information at [www.streetlight.uk.co](http://www.streetlight.uk.co)

---

East Surrey  
**Community  
Connections**



Website: [www.reigatesteppingstones.org.uk](http://www.reigatesteppingstones.org.uk)

Email: [rss@reigatesteppingstones.org.uk](mailto:rss@reigatesteppingstones.org.uk)

Office No: 07597 781 624

Office Address:

165 Buckswood Drive, Gossops Green, Crawley, West Sussex RH11 8JD

Charity No. 1136374 Company limited guarantee in England