



**East London**  
**NHS Foundation Trust**

## ***Support & Resources Pack***

Services and Resources to Support Mental, Emotional and  
Financial Wellbeing.

### **Tower Hamlets Psychological Therapies Service (PTS)**

1st Floor, Burdett House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

Telephone: 020 8223 8075/8076  
Website: <http://www.elft.nhs.uk>

*Last Updated: 27.08.2021*

Chair: Mark Lam

*We care*

*We respect*

Chief Executive: Paul Calaminus

*We are inclusive*



**East London**  
**NHS Foundation Trust**

## **Psychological Therapies Service (PTS)**

*The PTS Team consists of a group of psychological therapists who work in the Tower Hamlets area to support individuals with long-standing and complex mental health needs. This may mean more than one difficulty that has been present for some time. Some of the therapies offered range from groups to individual therapy in CBT and Psychodynamic modalities.*

*This Support & Resources pack is a list of directories of services for individuals to contact where they can access more support when needed.*

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## MENTAL HEALTH CRISIS HELPLINES

if you need **urgent help** with your physical health, here are some of the options available to you:

- Call **999** if it is a medical emergency
- Use the **111** online service
- Call **111** when:
  - You think you need to go to A&E or need another NHS urgent care service
  - You are experiencing a mental health crisis and don't know who to call
  - For less urgent health needs, contact your GP or local pharmacist

### *Tower Hamlets Mental Health Crisis Line*

The Tower Hamlets mental health crisis line is available 24 hours a day and callers will be given support and advice from mental health professionals. It has been designed as a 'first port of call' for anyone experiencing a mental health crisis and to remove the need for those people to seek help via hospital A&E services.

- Freephone: 0800 073 0003

### *Samaritans*

Samaritans provides confidential, non-judgmental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide.

- Phone: 08457 90 90 90 (24 hours) or 116 123 (free call)
- Website: [www.samaritans.org](http://www.samaritans.org)

### *Hopeline (PAPYRUS)*

Hopeline provides confidential support and advice to young people (under 35) struggling with thoughts of suicide, and anyone worried about a young person.

- Telephone: 0800 068 4141 (Weekdays 9am-10pm, Weekends 2pm-10pm)
- Text: 07786209697 (recommended for more privacy)
- Website: <https://papyrus-uk.org/>

### *SANE*

SANE provides emotional support, information and guidance for people affected by mental illness, their families and carers. They operate a national helpline, as well as a text messaging service and peer support forum via their website.

- Helpline: 0845 767 8000 (6pm-11pm)
- Website: [www.sane.org.uk](http://www.sane.org.uk)

### *The Listening Place*

The Listening Place is a charity where volunteers offer free, confidential and ongoing face-to-face listening, by appointment, to people who feel that life is no longer worth living. They provide fortnightly sessions based on active listening within a supportive relationship, usually for up to 3 months.

- Telephone: 0203 906 7676
- Website: <https://listeningplace.org.uk/>

## SELF-HELP & SUPPORT FOR GENERAL WELLBEING

### *NHS Every Mind Matters*

This Public Health England developed website provides a range of information and online resources to help support your mental health and wellbeing, including advice on managing anxiety, low mood, stress and sleep.

- Website: <https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/>

### *NHS Mental Health Self-Help*

The NHS has developed self-help guides and resources for people who struggle with mental health difficulties which can be accessed free of charge online.

- Website: <https://www.nhs.uk/mental-health/self-help/>

### *MIND*

Mind is a mental health charity that provides advice and support to empower anyone experiencing a mental health problem. Mind also provide mental health support and counselling, both one-to-one and in groups, via telephone, email and video conferencing.

- Phone: 020 7510 1081
- Website: <https://www.mithn.org.uk>

### *Hestia*

Hestia is an organisation that provides support for people across London and surrounding regions to help them to build a life beyond a crisis. They provide personalised individual support to people in Tower Hamlets with mental health problems and complex needs, domestic violence problems, as well as running recovery cafes and havens.

- Phone: 07443 075 348
- Website: <https://www.hestia.org/tower-hamlets>

### *Rethink Mental Illness*

Rethink is a mental health charity that provides support for people who experience mental health problems and for those who care for them.

- Website: <https://www.rethink.org/advice-and-information/covid-19-support/>

### *Recovery College*

The Recovery College supports wellbeing and mental health recovery through education and learning. Courses cover a range of areas that might support recovery; including tools and approaches to gain a deeper understanding of yourself, your experiences and the experience of others, education about mental and physical health, and helpful tips on practical life skills. There are many free online and in class courses that may be helpful for people's mental health and wellbeing.

- Phone: 0207 426 2332
- Website: <https://lms.recoverycollegeonline.co.uk/course/index.php>

## SUPPORT FOR SPECIFIC MENTAL HEALTH PROBLEMS

### *Anxiety UK*

Anxiety UK is a charity that aims to relieve and support those living with anxiety and anxiety-based depression by providing information, support and understanding via an extensive range of services. They run a helpline and text messaging service, as well as resources and information available on their website.

- Helpline: 03444 775 774 (Mon-Fri, 9.30am-10pm; Sat-Sun, 10am-8pm)
- Text: 07537 416 905
- Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

### *No Panic*

No Panic is a charity offering support for sufferers of panic attacks, phobias, obsessive-compulsive disorder (OCD) and other related anxiety disorders. They provide a helpline, as well as information on their website and a number of resources including relaxation techniques and breathing exercises.

- Helpline: 0844 967 4848 (10am-10pm) youthline: 0330 606 1174
- Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)

### *OCD Action*

OCD Action is a national charity that provides support and information to anybody affected by OCD. They operate a helpline, as well as providing information and resources available on their website. They also offer group therapy.

- Helpline: 0845 390 6232 (Mon- Fri, 9.30am-5pm) 0300 636 5478
- Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

### *Bipolar UK*

Bipolar UK is a national charity dedicated to empowering individuals and families affected by bipolar disorder. They provide one-to-one peer support provided by telephone and email, a moderated eCommunity with 4000 active users, as well as information and resources on their website.

- Phone (call or text): 07591 375 544
- Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

### *Beat*

Beat is the UK's eating disorder charity, which provides a range of information, guidance and support for people affected by eating disorders, both sufferers and their friends and families. They provide one-to-one helplines and webchat services, as well as online support groups and peer support run via chat rooms.

- Helpline: 0808 801 0677 (Adults) or 0808 801 0711 (Under 18s) (Weekdays 12pm-8pm, Weekends 4pm-8pm)
- Website: [www.b-eat.co.uk](http://www.b-eat.co.uk)

### *Cruse Bereavement Care*

Cruse is the leading national charity for bereaved people in England, Wales and Northern Ireland. They offer free and confidential telephone, email and website support. They also run a youth website to support young people who are coping with grief and bereavement.

- Helpline: 0808 808 1677 (Mon & Fri 9.30am-5pm, Tues-Thurs 9.30am-8pm)
- Website: [www.cruse.org.uk](http://www.cruse.org.uk)
- Youth website: <https://www.hopeagain.org.uk>

### *RESET Treatment and Recovery Support Service*

RESET work with people who are using any substance, including alcohol, opiates, stimulants, cannabis and new psychoactive drugs. They provide a variety of different services to support individual needs.

- Phone : 0203 889 9510
- Website: <https://www.changegrowlive.org/reset-treatment-recovery-support-service/info>

### *Alcoholics Anonymous*

Alcoholic Anonymous is a service that provides support to individuals who have problems with drinking. They run a national helpline, as well as local support services and online meetings within your area, which can be found via the website.

- Helpline: 0800 917 7650 (24-hours)
- Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### *Narcotics Anonymous*

Narcotics Anonymous is a service that offers peer support for individuals for whom drugs have become a major problem. They operate a helpline, as well as providing online meetings.

- Helpline: 0300 999 1212 (10am- midnight)
- Website: [www.ukna.org](http://www.ukna.org)

### *National Gambling Helpline*

Be Gamble Aware offers free, confidential help for anyone who is worried about their or someone else's gambling. They provide one-to-one support with an adviser via a national helpline or via web chat.

- Helpline: 0808 8020 133 (24 hours)
- Website: [www.begambleaware.org](http://www.begambleaware.org)

### *Alzheimer's Society*

Alzheimer's Society is the UK's leading dementia charity, who provide support with people living with dementia and their families and carers. They provide information on dementia, including factsheets, as well as a support line and an online community where you to share experiences with other people affected by dementia.

- Helpline: 0333 150 3456 (Mon- Fri 9am-5pm, Weekends 10am-4pm)
- Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### *Tower Hamlets Adult Autism Services*

The Tower Hamlets Autism Service is a diagnostic and brief intervention service for adults living in Tower Hamlets. They provide assessments and diagnosis of autism spectrum conditions.

- Phone: 020 3487 1312
- Website: <https://www.elft.nhs.uk/service/11/Adult-Autism-Service-Tower-Hamlets>

## SUPPORT FOR CHILDREN AND YOUNG PEOPLE

### *The Mix - Support for under 25's*

Support and advice for under 25s, including a helpline, crisis messenger service and webchat.

- Helpline: 0808 808 4994
- Website: <https://www.elft.nhs.uk/service/11/Adult-Autism-Service-Tower-Hamlets>
- Text: 85258 (crisis messenger service, text THEMIX)
- Website: [themix.org.uk](http://themix.org.uk)

### *NSPCC*

NSPCC is a children's charity dedicated to ending child abuse and child cruelty. They provide information to parents and carers on keeping your child safe online, as well as helpline for adults concerned about a child.

- Helpline: 0808 800 5000
- Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

### *Docklands Outreach*

Docklands Outreach is health and preventative support agency providing practical and therapeutic support to children (3-13 years old) and young adults (12-21 years old) living in Tower Hamlets, on a range of emotional and mental health difficulties.

- Phone: 020 7538 1601
- Website: <http://www.dockout.org.uk/>

## SUPPORT FOR CARERS

### *Carers Centre Tower Hamlets*

The Carers Centre Tower Hamlets has a range of services designed to make life easier for carers. Services include advocacy, Carer's Assessments, advice and guidance on legal issues, safeguarding and financial matters. They have a range of wellbeing services that are about getting some respite, as well as training workshops and online learning to help you look after yourself.

- Phone: 0207 790 1765
- Website: <https://ccth.org.uk>

### *Carers Trust*

Carers Trust is a major charity for, with and about carers. They work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. They have a range of online resources and information, including a mental health toolkit for young carers.

- Website: <https://carers.org/>



## SUPPORT FOR SPECIFIC SERVICE USER GROUPS

### *Age UK*

Age UK East London is a local independent charity working with older people and their families in Tower Hamlets. They provide free information and advice, home support services (e.g. help with cleaning and shopping), befriending services as well as a range of activity groups and social events run at their day centre.

- Phone: : 020 89817124
- Website: <https://www.ageuk.org.uk/eastlondon/>

### *Mencap*

Mencap is a charity that supports people with a learning disability, as well as their families and carers. They provide personal advice and support around a range of issues, including support to access appropriate housing, social care, employment and respite care, as well as running a learning disability helpline.

- Helpline: 0808 808 1111 (Mon-Fri 9am-5pm)
- Website: [www.mencap.org.uk](http://www.mencap.org.uk)

### *Autistic Society*

The National Autistic Society has local volunteer-led branches and an online community that offer peer support for people on the autism spectrum and their families. They provide a comprehensive service directory, online advice and guidance, as well as specialist helplines for support with specific challenges you may be facing.

- Website: <https://www.autism.org.uk/>

### *Praxis*

Praxis provides advice and support to vulnerable migrants and refugees in London. They operate a walk in advice service and they operate projects that seek to address the fundamental human rights of new migrants

- Helpline: 020 7749 7608
- Website: <https://www.praxis.org.uk/>

### *ELOP – Lesbian & Gay Mental Health*

ELOP is an exciting innovative lesbian and gay mental health charity based in East London. A holistic lesbian and gay centre that offers a range of social, emotional and support services to LGBT communities, include counselling and young people's services

- Website: <http://www.elop.org/>

### *Muslim Women's Network*

A national specialist faith and culturally sensitive helpline that is confidential and non-judgmental, which offers information, support, guidance and referrals for those who are suffering from or at risk of abuse or facing problems on a range of issues.

- Helpline: 0800 999 5786 or 0303 999 5786
- Text: 07415 206 936
- Website: <https://www.mwnhelpline.co.uk/>

## RESOURCES FOR SELF-HARMING BEHAVIOUR

### *National Self Harm Network (NSHN)*

NSHN aims to support individuals who self-harm to reduce emotional distress and improve their quality of life and provides support and information for family and carers of individuals who self-harm. Their Online Support Forum provides crisis support, information and resources, advice, discussions and distractions. Closely monitored, available 24/7.

- Website: <http://nshn.co.uk/>

### *Self-Injury Support*

Self-Injury Support runs a UK-wide multi-channel support service for women and girls affected by self-injury, trauma and abuse. They offer up-to-date, reliable and free information and self-help tools for anyone to use. Contact them for free, confidential, non-judgemental support around self-injury and related issues.

- Phone: 0808 800 8088
- Text: 07537 432444
- Website: <https://selfinjurysupportltd.eu.rit.org.uk/>
- Webchat: <https://selfinjurysupportltd.eu.rit.org.uk/our-support-services>
- All services open Tuesday, Wednesday and Thursday from 7pm - 9.30pm

### *Campaign Against Living Miserably (CALM)*

The Campaign Against Living Miserably is a charity dedicated to preventing male suicide. They offer support to men in the UK, of any age, who are down or in crisis via their helpline, webchat and website. They also offer support to those bereaved by suicide.

- Helpline: 0808 802 58 58 (Daily 5pm – midnight)
- Website: <https://www.thecalmzone.net/>

### *SHOUT 852258*

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. To start a conversation, text the word 'SHOUT' to 85258.

- Text: 852258
- Website: <https://giveusashout.org/>

### *distrACT App*

The distrACT app gives you easy, quick and discreet access to information and advice about self-harm and suicidal thoughts. The content has been created by experts in self-harming and suicide prevention. The app aims to help you better understand urges to self-harm and encourages you to monitor and manage your symptoms. In the app's 'Chill Zone' there are resources that may help you feel better including art, books, films, music, poems, quote and online videos.

- Download for iOS and Android
- Website: <https://www.nhs.uk/apps-library/distract/>

## DOMESTIC VIOLENCE SUPPORT

IF YOU ARE IN AN **EMERGENCY SITUATION**, PLEASE CALL 999 AND ASK FOR THE POLICE. If you are in danger and unable to talk on the phone then press 55. This will transfer your call to the relevant police force who will assist you without you having to speak.

### *Victim Support Tower Hamlets*

Victim Support provide emotional and practical help to people who have been affected by crime in the London Borough of Tower Hamlets. You can contact them for support regardless of whether you've contacted the police, and no matter how long ago the crime took place.

- Telephone: 0207 3642 448
- Email: [Vs.towerhamlets@victimsupport.cjsm.net](mailto:Vs.towerhamlets@victimsupport.cjsm.net)
- Website: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/london/east-london>

### *Refuge*

Refuge is a national charity providing emotional and practical support and resources for those experiencing domestic abuse, as well as those concerned they may be perpetrating abuse. They provide emergency temporary accommodation for women and children feeling abuse, outreach support within the community, and an independent advocacy service.

- Helpline: 0808 2000 247 (free and confidential, 24 hours 7 days a week)
- Online Livechat <https://www.nationaldahelpline.org.uk/>
- Website: <https://www.refuge.org.uk/>

### *Women's Trust*

Offer free emotional and psychological support to women who have experienced domestic abuse, emotional abuse, sexual abuse, financial abuse, controlling behaviour and other forms of domestic abuse. They provide a confidential, non-judgemental environment where survivors discuss their experiences and express their feelings with specially trained therapists via telephone and online counselling.

- Telephone: 020 7034 0303 (Mon-Fri, 9:30am – 5pm)
- Website: <http://womanstrust.org.uk/>

### *Men's Advice Line*

Men's Advice Line is a confidential helpline, email and webchat service for male victims of domestic abuse. They offer advice and emotional support to men who experience abuse, and signpost to other vital services that help men keep themselves (and their children) safe.

- Helpline: 0808 801 0327 (Mon & Wed 9am-8pm; Tues, Thurs & Fri 9am-5pm)
- Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)
- Website: <https://mensadviceline.org.uk/>

### *Ashiana Network*

Specialises in helping Black and Minority Ethnic women, in particular, women from South Asian, Turkish & Iranian communities, aged 16-30 years who are at risk of domestic violence and sexual violence.

- Helpline: 020 8539 0427
- Website: <https://www.ashiana.org.uk/>

## SUPPORT FOR ADULTS WITH HISTORICAL EXPERIENCES OF ABUSE

### *NAPAC*

The National Association for People Abused in Childhood (NAPAC) is the UK's leading national charity offering support to adult survivors of all types of childhood abuse, including physical, sexual and emotional abuse and neglect. They provide information and support if you want to talk about what you experienced in childhood and how it is affecting you now.

- Helpline: 0808 801 0331 (10am-9pm Mon-Thu & 10am-6pm Fri)
- Website: [www.napac.org.uk](http://www.napac.org.uk)

### *Support Line*

Support Line specialises in providing emotional support for adult survivors of childhood sexual abuse and anyone who has been raped or sexually assaulted. They also offer support for a number of associated issues such as depression, anxiety, self-harm, eating disorders, mental health. The service is primarily aimed at those who are vulnerable, at risk, isolated and victims of any form of abuse.

- Helpline: 01708 765200 (Mon 8.30pm – 10.30pm Tues, Wed, Thurs 5pm-7.30pm)
- Website: [www.supportline.org.uk](http://www.supportline.org.uk)

### *SurvivorsUK*

SurvivorsUK helps men who have been sexually violated and anyone affected by the sexual abuse, assault or rape of people identifying as male. They provide an online national helpline, advocacy service and one-to-one counselling services (delivered by telephone and via web chat). The organisation can also signpost to other support organisations nationally.

- Phone: 0203 598 3898
- Website: [www.survivorsuk.org](http://www.survivorsuk.org)

### *Safeline*

Safeline is a specialised charity working to prevent sexual abuse and to support those affected in their recovery, mainly supporting male victims of abuse. This includes working with people whose mental health issues (manifesting for example as self-harming) suggest that they may be vulnerable to abuse. They offer national telephone and online emotional support, as well as information and signposting to other services.

- Helpline: 0808 800 5005 (for men only. Mon, Wed & Fri 9am-5pm; Tues & Thurs 8am-8pm, Sat 10am-2pm)
- Website: [www.safeline.org.uk](http://www.safeline.org.uk)

## EMPLOYMENT, FINANCE & HOUSING SUPPORT

### *Tower Hamlets Resident's Support Scheme*

The scheme is designed to support residents who are either in or at risk of being in crisis, are in need of immediate help and have no source of financial support available to them. The Residents' Support Scheme will help with short term living costs such as credit food and gas/electric prepayment metres.

- Website: [https://www.towerhamlets.gov.uk/ignl/advice\\_and\\_benefits/Residents\\_Support\\_Scheme.aspx](https://www.towerhamlets.gov.uk/ignl/advice_and_benefits/Residents_Support_Scheme.aspx)

### *Shelter*

Shelter helps millions of people every year who are struggling with bad housing or homelessness through offering personalised advice, support and legal services. They provide:

- Helpline: 0808 800 4444 (8am-8pm weekdays, 9am-5pm weekends)
- Website: <https://england.shelter.org.uk/>

### *Tower Hamlets Council*

The council has a dedicated phone line for people who want help with Universal Credit or other welfare benefits. There is also a list of services and charities within Tower Hamlets that provide welfare benefit advice, including in languages other than English.

- To book a phone appointment with a council officer call: 020 7364 7010
- Website: [https://www.towerhamlets.gov.uk/ignl/health\\_\\_social\\_care/health\\_and\\_medical\\_advice/Coronavirus/Contact\\_us\\_for\\_help.aspx](https://www.towerhamlets.gov.uk/ignl/health__social_care/health_and_medical_advice/Coronavirus/Contact_us_for_help.aspx)

### *Citizens Advice East End*

Citizens Advice Bureau provides free, confidential and impartial advice for communities in Hackney, Newham and Tower Hamlets on the big issues affecting people's lives. This includes help to claim welfare benefits.

- Adviceline: 0203 855 4472 (Mon-Fri 10am-12pm & 2pm-4pm)
- Text: 0786 004 1446
- Website: <http://www.eastendcab.org.uk/tower-hamlets/>

### *Mind in Tower Hamlets*

The Connecting Communities project run by Mind in Tower Hamlets provides a range of advice and information services for people who have mental health problems and trouble with welfare benefits. This includes access to specialist mental health welfare advice as well as advice and guidance around housing issues. You can self-refer to this service by visiting:

- Phone: 020 7510 1081
- Website: <https://www.mithn.org.uk/our-services/mental-health-services/connecting-communities/welfare-advice/>

### *Working Well Trust*

The Working Well Trust provides support for people who experience mental health difficulties and want support to retain, or to get into paid or voluntary employment. For more information visit:

- Phone: 0207 729 7557
- Website: <https://www.workingwelltrust.org/>