



SIGNPOSTING BOOKLET

**GENERAL INFORMATION FOR HEALTHCARE
PRACTITIONERS AND COMMUNITY
MEMBERS**

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If you are in immediate danger dial 999.



**Economic
and Social
Research Council**

1. Mental Health Services

Your GP should be your first port of call for mental health problems.

1.1 Affective Disorders Service (NHS Staff)

Offers a service for healthcare professionals with mood disorders who prefer not to be treated in their local area for confidentiality reasons.

Tel: 020 3228 4678

Fax: 020 3228 4731

Email: carol.bell2@slam.nhs.net

NHS secure email: carolbell@nhs.net

Website: <https://www.national.slam.nhs.uk/services/adult-services/affectivedisorders/>

Address: The Maudsley Hospital
c/o Lambeth Hospital
1st Floor Bridge House
Landor Road
London SW9 9NU

1.2 NHS Practitioner Health Programme (NHS Staff)

A free and confidential NHS service for doctors and dentists with a mental or physical health concern, in particular where these might affect their work.

Tel: 0203 049 4505

Email: england.phpadmin@nhs.net

Self-referral form: <https://www.smartsurvey.co.uk/s/YQ74V/>

Website: <http://php.nhs.uk/>

Address: Riverside Medical Centre
Hobart House
St George Wharf
London SW8 2JB

1.3 MIND

MIND provide a range of advice on mental health issues on their info line, and also offer legal advice on their legal line. The website also has links to a wide range of booklets and leaflets.

Infoline: 0300 123 3393 (Mon-Fri 9am to 6pm), info@mind.org.uk

Legal Line: 0300 466 6463 (Mon-Fri 9am to 6pm), legal@mind.org.uk

Website: www.mind.org.uk

1.4 NHS Direct (111)

Call or email health professionals for advice and mental and physical health.

Tel: 111 (24hrs/365 days a year)

1.5 Samaritans

Samaritans provide someone to talk to 24 hours a day, everyday of the year. They also offer face-to-face appointments in local branches. You can find your local branch via their branch finder on their website.

Tel: 116 123 (24hrs/365 days a year)

Email: jo@samaritans.org

Branch finder: <https://www.samaritans.org/branches>

Website: www.samaritans.org

2. COVID-19

2.1 NHS

Webpage with latest NHS information and advice about coronavirus.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Get an isolation note for your employer here: <https://111.nhs.uk/covid-19/>

2.2 Every Mind Matters

NHS website with expert advice and practical tips to help you look after your mental health and wellbeing.

<https://www.nhs.uk/oneyou/every-mind-matters/>

2.3 Maudsley Learning

Free online course that explores the impact of the coronavirus pandemic on wellbeing and mental health at an individual, group and societal level.

<https://www.futurelearn.com/courses/psychological-impact-of-covid-19>

2.4 Good Thinking

Provides digital mental wellbeing support, including free NHS-approved apps to help deal with stress, anxiety, low mood and poor sleep.

<https://www.good-thinking.uk/coronavirus/>

2.5 Mind

Tips to help yourself cope during the coronavirus pandemic.

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

2.6 National Debtline

Information to help if you have been financially affected by the pandemic. Live chat available.

<https://www.nationaldebtline.org/coronavirus-hub-ew/>

3. Bullying, Harassment and Discrimination

3.1 Freedom to Speak Up Guardians (NHS Staff)

Your NHS trust has a Freedom to Speak Up Guardian. Guardians work alongside trust leadership teams to support the organisation to become a more open and transparent place to work, where all staff are actively encouraged and empowered to speak up safely. You can contact your guardian with any concerns regarding experiencing or witnessing bullying, harassment or discrimination.

Guy's and St Thomas' NHS Foundation Trust

Diane Summers

Tel: 07741295734

Email: diane.summers@gstt.nhs.net

King's College Hospital NHS Foundation Trust

Jen Watson

Tel: 020 3299 3740

Email: jennifer.watson5@nhs.net

South London and Maudsley NHS Foundation Trust

Zoe Reed

Tel: 07891 283 873

Email: Zoe.Reed@slam.nhs.net

If your trust is not listed here, or for more information, please visit <https://www.cqc.org.uk/national-guardians-office/content/freedom-speak-guardians-directory>

3.2 Speak Up Helpline (NHS Staff)

Freedom to Speak Up Guardians cannot provide legal advice or assistance. For further support, you can call the Speak Up helpline. This is a free, confidential helpline for people working in NHS and Social Care organisations in England, operated by Social Enterprise Direct Limited on behalf of the Department of Health.

Tel: 08000 724 725

Website: www.speakup.direct

3.3 Acas

Acas provides free and impartial expert advice to employers and employees on workplace relations and employment law.

Helpline: 0300 123 1100 (Mon-Fri 8am to 6pm)

Helpline Online: <http://www.acas.org.uk/index.aspx?articleid=1410>

Website: www.acas.org.uk

3.4 Citizens Advice

Provides free, confidential advice on a range of issues, including issues at work.

Adviceline: 03444 111 444 (Mon-Fri 9am to 5pm)

Web chat service: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/>
(Mon-Fri 9am to 4pm)

Website: <https://www.citizensadvice.org.uk>

3.5 Equality and Human Rights Commission

Great Britain's national equality body. They provide expert information, advice and support on discrimination and human rights issues.

Advice line: 0808 800 0082 (Mon-Fri 9am to 7pm, Sat 10am to 2pm)

Textphone: 0808 800 0084 (Mon-Fri 9am to 7pm, Sat 10am to 2pm)

Website: <https://www.equalityhumanrights.com>

4. General Advice and Support

4.1 Citizens Advice

A national centre providing free, confidential advice on a number of issues such as finances, housing and employment.

Adviseline: 03444 111 444 (Mon-Fri 9am to 5pm)

Web chat service: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/>
(Mon-Fri 9am to 4pm)

Website: <https://www.citizensadvice.org.uk>

4.2 National Debtline

Free, confidential and independent advice on dealing with debt problems in the UK.

Tel: 0808 808 4000 (Mon-Fri 9am to 8pm, Sat 09:30am to 1pm)

Website: www.nationaldebtline.org

5. Alcohol and Drugs

5.1 Addaction

One of the UK's leading mental health, drug and alcohol charities. Their website gives information about coping with alcohol and drug dependency, and services available in your local area.

Website: www.addaction.org.uk

5.2 Alcoholics Anonymous

Free group support for individuals recovering from alcoholism. Local meetings can be found on their website.

Tel: 0800 9177 650

Email: help@aamail.org

Website: www.alcoholics-anonymous.org.uk

5.3 Al-Anon

Provide group support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

Tel: 0800 0086 811 (365 days a year, 10am to 10pm)

Email: helpline@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

5.4 Drinkaware

Independent charity working to reduce alcohol misuse and harm in the UK. They offer free and confidential information and advice to those concerned about their own, or someone else's, drinking.

Tel: 0300 123 1110 (Mon-Fri 9am to 8pm, Sat-Sun 11am to 4pm)

Online chat: <https://www.drinkaware.co.uk/chat-with-an-advisor/>

Website: www.drinkaware.co.uk

5.5 Narcotics Anonymous

Free group support for individuals recovering from drug addiction. Local meetings can be found on their website.

Tel: 0300 999 1212 (Mon-Sun 10am to 12am)

Website: www.ukna.org

5.6 FRANK

Speak confidentially to a professionally trained advisor about drugs.

Tel: 0300 123660 (24 hrs/365 days a year)

Text: 82111

Online chat: <https://www.talktofrank.com/contact-frank> (Mon-Sun 2pm to 6pm).

Email: frank@talktofrank.com

Website: www.talktofrank.com

5.7 Turning Point

National health and social care provider to help people find a new direction in life. Help with tackling substance misuse, mental health issues or employment difficulties.

Website: www.turning-point.co.uk

6. Housing

6.1 Shelter

Expert advice and legal advice and support with housing issues. Helpline is open 365 days a year, or you can talk with an advisor online or face-to-face in local branches.

Tel: 0808 800 4444 (365 days a year; Mon-Fri 8am to 8pm, Sat-Sun 9am-5pm)

Online chat: https://england.shelter.org.uk/get_help/webchat (Mon-Fri 9am to 5pm)

6.2 Crisis

Offers support to homeless people from their Skylight Centres. They can help you find safe housing, opportunities to learn new skills and wellbeing and safety advice.

London Skylight Centre: 66 Commercial Street, E1 6LT (*see website for other national Centres*)

London Tel: 0300 636 1967 (Mon-Thurs 9am to 8pm, Fri 9am to 6pm, Sat-Sun 11am to 5pm)

London Email: london@crisis.org.uk

Website: www.crisis.org.uk

6.3 Centrepont

Help for 16-25 year olds experiencing homeless, offering a safe place to live and plan support for their education and health needs for up to 2 years.

Tel: 0808 800 0661 (Mon-Fri 9am to 5pm)

Online chat: <https://centrepont.org.uk/youth-homelessness/get-help-now/> (Mon-Fri 10am to 4pm)

7. Relationships and Family Support

7.1 Relate

Counselling via telephone, email, webcam and live chat with a trained counsellor. Appointments can be made for face-to-face counselling at local centres. Standard charge is £55 per hour (30 mins is £27.50).

Booking line: 0300 0030396 (Mon-Thurs 8am-10pm, Fri 8am-6pm, Sat 9am-5pm)

Website: www.relate.org.uk

7.2 Relate for Parents

Parenting section of Relate. Information for parents worried about their child's behaviour and parenting advice.

Website: <https://www.relate.org.uk/relationship-help/help-family-life-and-parenting>

7.3 Working Families

Free legal advice for parents and carers on employment rights such as maternity and paternity leave, negotiating flexible hours, benefits and tax credits, and pregnancy/maternity discrimination.

Tel: 0300 012 0312 (Mon 3-5pm, Tues 12-2pm, Thurs 12-2pm)

Email: advice@workingfamilies.org.uk (response within 5 working days)

Website: www.workingfamilies.org.uk

7.4 National Domestic Violence Helpline

A confidential 24hr freephone for those experiencing domestic violence.

Tel: 0808 2000 247

Website: <http://www.nationaldomesticviolencehelpline.org.uk/>

6.5 Woman's Trust

Provides free counselling and therapy for female survivors of domestic violence, emotional abuse, sexual abuse, and other form of domestic abuse.

Tel: 020 7034 0303 (Mon-Fri 09:30am-5pm)

Email: office@womanstrust.org.uk

Website: www.womanstrust.org.uk

7.6 Solace

Free advice and support for women and children in London who have experienced, or are at risk of experiencing, male abuse and violence.

Advice helpline: 0808 802 5565 (Mon-Fri 10am-4pm, Tues additional 6-8pm)

Rape crisis helpline: 0808 801 0305 (Mon-Fri 10am-2pm, Tues 10am-1pm and 6pm-8pm, Weds and Thurs 1pm-5pm)

Email: advice@solacewomensaid.org, rapecrisis@solacewomensaid.org

Website: www.solacewomensaid.org

8. Counselling and Support

8.1 Cruse (Bereavement)

Supports people going through bereavement. Speak with trained bereavement volunteers by telephone or face-to-face at local branches.

Tel: 0808 808 1677 (Mon-Fri 09:30am-5pm, until 8pm on Tues, Weds, Thurs)

Website: www.cruse.org.uk

8.2 Relate

Counselling via telephone, email, webcam and live chat with a trained counsellor. Appointments can be made for face-to-face counselling at local centres. Standard charge is £55 per hour (30 mins is £27.50).

Booking line: 0300 0030396 (Mon-Thurs 8am-10pm, Fri 8am-6pm, Sat 9am-5pm)

Website: www.relate.org.uk

8.3 Samaritans

Samaritans provide someone to talk to 24 hours a day, every day of the year. They also offer face-to-face appointments in local branches. You can find your local branch via their branch finder on their website.

Tel: 116 123 (24hrs/365 days a year)

Email: jo@samaritans.org

Branch finder: <https://www.samaritans.org/branches>

Website: www.samaritans.org

8.4 Victim Support

Free and confidential emotional and practical support for those affected by crime, with local teams available.

Tel: 0808 1689 111 (24hrs/365 days a year)

Website: www.victimsupport.org.uk