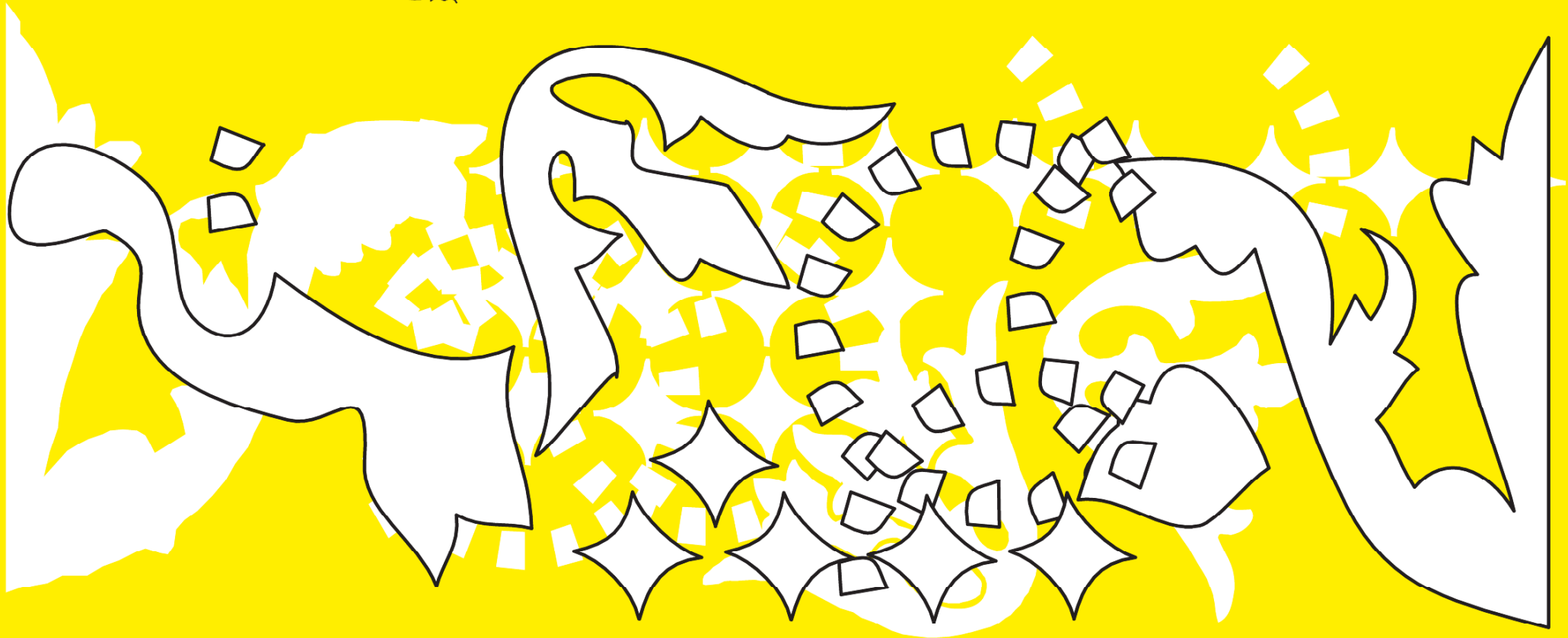


MENTAL HEALTH HANDBOOK 2008

For people in and around Cambridge and Ely

Produced by  *Lifecraft*



Need someone to talk to? Nowhere to turn?

Call Lifeline on Freephone 0808 808 2121

Cambridgeshire Mental Health Helpline 7pm-11pm 365 days a year

Lifecraft
Mental Health Handbook

2008

This handbook can also be downloaded from the Lifecraft website:

www.lifecraft.org.uk

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How to Use this Handbook

What is the Handbook?

The Handbook is a directory of local and national mental health services, and also includes some useful services that are not specific to mental health. As well as service listings there are also chapters that explain relevant law and theory, plus information about statutory mental health services and professionals.

Who is the Handbook for?

The Handbook is for people who experience mental distress, carers, friends and service providers. It is designed to be an accessible source of information on current mental health services. In order to keep to a manageable size, the Handbook is mainly for people between the ages of 16 and 65 although there are chapters on services for children and older people.

How to Use the Handbook

If you want information on a specific organisation that you know the name of, you can look it up in the alphabetical index in the back of the Handbook. If you are interested in an

area of mental health you can try to locate this area within the chapters, which are listed in the Contents at the beginning of the Handbook.

There is overlap across many of the chapters. For example a housing service that provides solely for women may be listed fully within the Women's chapter but only referred to in the Housing chapter, pointing you to the page in the Women's chapter containing the full details.

Disclaimer

Lifecraft does not list individual independent practitioners within the Handbook. Lifecraft cannot take responsibility for the quality of the services listed.

Acknowledgements

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Malcolm Mitchell. Special thanks are due to Phil Alsop, Blavo and Co, CIAS, Judy Dean, Joan Harding, Mick Simpson and Annabelle Wilson for help with particular sections.

We have done our best to ensure that the information contained in the Handbook is correct as of April 2008 and apologise for any mistakes. At the time of going to print some services are about to go through significant changes. Therefore, some of the information will go out of date relatively quickly. Lifecraft cannot take responsibility for any information that is inaccurate.

How To Get More Copies

Further copies of the Handbook can be obtained free of charge from Lifecraft (details on page 58). These can be collected in person from the Lifecraft Information Office 1.00pm-4.00pm on weekdays. Alternatively, single copies can be requested over the telephone to be posted out. If you need multiple copies in the post you will be required to reimburse Lifecraft for the cost of the postage.

Mental Health and Mental Illness

2

One in four of us experience mental health problems at some point in our lives. Increasing numbers of people in the UK are being treated for common mental health problems, and the World Health Organisation predicts that by 2020 depression will be second only to heart disease as an international health burden. Experiences that we encounter – relationship break-ups, bereavement, financial worries, stressful jobs – can all act as triggers for depression and anxiety. Mental health problems include anxiety, depression, post-natal depression, post-traumatic stress disorder, manic depression, schizophrenia, personality disorders and eating disorders. An estimated 1 in 10 people will have some form of depression at any one time, with it being most common in people aged 25-44 years.

It is important for people to have access to as much information as they want and need about their illness and the range of treatments available. It is hoped that this Handbook will help you with this, and many of the organ-

isations listed will be able to help you further.

While medication is often an important feature of that treatment, particularly for people with psychotic illness, many people are helped by counselling and psychotherapy, relaxation and other stress-reducing techniques, including aromatherapy and massage. Meeting other people with similar problems and discussing ways of coping can also be of immense benefit. The fear and stigma which is unfortunately often attached to mental health problems often stop people from talking about it and this leads to feelings of isolation, of 'I'm the only one who feels like this or has this problem'.

Who provides mental health care?

The health care we receive on the National Health Service (NHS) is provided by the family doctor (GPs) and other staff in primary care, and by NHS Trusts. They provide the care and treatment, but the money they get comes

from the primary care trusts (PCTs). In our area, this means Cambridgeshire PCT. The PCT and the County Council are responsible for buying the services we need from providers and making sure the money is being well spent. This is called commissioning services.

Mental health services in this area are provided by the Cambridgeshire and Peterborough NHS Foundation Trust which provides an integrated health and social care mental health service. Other support for people with mental health problems is provided by third sector, independent and self-help groups.

For most people, the first step if you have mental health problems and need support is your family doctor (GP). Many people now get the help and support they need from their GP. Your GP may suggest counselling or exercise as alternatives to prescribing medication, and many GPs can refer you on to these services. See page 40 for information on the Primary Care Psychological Treatment Services and

exercise. If you need more support you may be referred on to mental health services for support from specialist mental health professionals, such as a psychiatrist or other professionals. You may be given an appointment at the psychiatric outpatients department or you may get a visit from a member of one of the community mental health teams (see page 44).

Getting the care and support you need

Care Programme Approach

If you come under the care of mental health services, either through admission to a ward or by being taken on by a community service you should have a Care Plan which describes your needs and what help you can expect in the community. This is known as the *Care Programme Approach (CPA)*. This means that you have a care plan which is regularly reviewed. A **care co-ordinator** is responsible for co-ordinating your care and promoting effective com-

munication between all concerned. If you are on the CPA you may see mental health professionals regularly and you may use other services in the community that are specifically for people with mental health needs such as a resource centre, or access to work service.

All users of mental health services, whether inpatients or in the community, have their care organised through the CPA. Those on *Standard CPA* have relatively straightforward needs, which can be met through one or two services only. Those on *Enhanced CPA* have more complex needs, may be less prepared to engage with services and may be more likely to present risk to themselves or others. For them, particularly skilled and efficient care coordination is especially important. Recent government guidance has changed the way the Care Programme Approach works, with the distinction between enhanced and standard CPA being abolished.

All service users on the CPA should expect to be involved in drawing up a plan with their care coordinator or other professional that addresses their health and social care needs.

A review of these needs should take place regularly, and a service user can request a review at any time. In addition, the CPA provides a framework within which carers can also be identified, and have their own needs assessed, with relevant services also being put in place for them (see Chapter 93).

Local authorities such as Cambridge-shire County Council have particular duties to assess the social care needs of adults with mental health problems who meet the Fair Access to Care eligibility criteria. If someone is assessed as having eligible needs then a social care package will be agreed to meet those needs. This includes such things as residential care, supported housing and home support. These duties derive from the NHS and Community Care Act and

are known as **Care Management**. Access to such an assessment is usually via the Mental Health Trust as it is integrated with the Care Programme Approach.

Direct Payments

What are Direct Payments?

Cash given directly to people to meet their assessed social care needs through arranging their own care instead of using provided services. The aim behind this initiative is to help people regain control, hope and independence in their lives. Direct Payments for people with mental ill health are linked to the **Recovery Model**, and help combat discrimination and promote social inclusion in the local and wider community.

Direct Payments were introduced 'to give recipients control over their own life by providing an alternative to social care services provided by a local council. A financial payment gives the person flexibility to look beyond the 'off the peg' service solu-

tions for certain housing, employment, education and leisure activities as well as for personal assistance to meet their assessed needs. This will help increase opportunities for independence, social inclusion and enhance self-esteem and promote recovery'.

What can Direct Payments be used for?

The simple answer to this is 'anything' as long as it meets an assessed social care need. This can be summarised as:

- Assistance with personal care within or outside of the home.
- Assistance with domestic tasks if this is part of an overall care package and not provided in isolation.
- Assistance to access facilities to promote social inclusion.
- Assistance to purchase respite care.

Direct Payments cannot currently be used to purchase treatment, which includes psychological treatments and therapies, because these are health provision. If you wish to use a Direct Payment you should discuss this with your care co-ordinator at the time of your assessment, or request a review of your care plan. In Cambridgeshire this is the local service which supports people with the Direct Payment scheme:

Cambridgeshire Direct Payments Support Service

Ivan Peck House

1 Russell Way

Widford Industrial Estate

Chelmsford CM1 3AA

Telephone: 01245 392328

Fax: 01245 392329

Text phone: 01245 392302

Email: cambsdps@ecdp.org.uk

Website: www.ecdp.org.uk

Aftercare under the Mental Health Act

If you have been detained in hospital under a Treatment Section of the Mental Health Act (see page 13), the Primary Care Trust and Local Authority have a duty to provide you with aftercare services to meet your health and social care needs until they think you no longer need them. What you need should be properly negotiated with you and written into your care plan before you leave hospital. If you agree, your carer can also be involved in the aftercare planning. These duties come from Section 117 of the Mental Health Act 1983. People should not be charged for any services which they receive under this provision.

Guardianship

Guardianship under the Mental Health Act gives the Local Authority the power to require some people with mental health problems to live in a certain place, or to allow care staff or other professional staff into their home, or to attend a day centre or day

hospital for day care. People are placed under Guardianship only after an assessment by two doctors and an Approved Social Worker. The Approved Social Worker must consult with your nearest relative and other people involved in your care (see pages 9, 14). Guardianship only lasts for a set period of time. People placed under Guardianship have the right to appeal to a Mental Health Review Tribunal (see page 15) to discharge the Guardianship.

Mental Health Professionals

General Practitioners (GPs)

Most of us will first contact our family doctor (GP) if we have mental health problems. Often the GP will help with the treatment, but sometimes he or she will refer us to someone else, such as a counsellor (who may be based at the practice) or to a psychiatrist.

Psychiatrists

Psychiatrists are medical doctors who have undertaken specialised training in the treatment and care of people with mental illness. The psychiatrist may diagnose illness, prescribe medication and other forms of appropriate treatment and decide when to admit people to, and discharge them from, hospital. Some psychiatrists work particularly with children and some with older people. It is possible to see a psychiatrist regularly as an outpatient and this is a good opportunity for you to raise any questions you have about treatment or progress. You have to be referred by your GP.

Nurses and Community Psychiatric Nurses

Nurses can specialise as registered mental nurses (RMNs), who may work in a psychiatric hospital. Community psychiatric nurses (CPNs) are generally registered mental nurses who regularly receive further training and are employed by the local NHS Trust to help people with mental health prob-

lems in the community. CPNs assess needs, plan, undertake and evaluate programmes of care, using a variety of approaches. These include counselling, behavioural, cognitive, social, medical and educational techniques. They work with individuals, couples or families and are based at hospitals, primary health care centres, mental health centres and resource centres. In Cambridgeshire, many CPNs are part of a community mental health team (see page 44). You have to be referred by your GP or another mental health professional.

Social Workers

Registered Social Workers are part of the Community Mental Health Services. Some social workers are Approved Social Workers, which means they are qualified to assess whether someone needs to be admitted to hospital compulsorily under the Mental Health Act 1983 (see page 13).

As part of the multi-disciplinary team, social workers act as care co-ordinators under the Care Programme Approach.

They will assess your health and social care needs and set up a care plan that will address your needs, sometimes in conjunction with other professionals in the team.

Psychologists

Psychologists help children, adolescents, adults and older people in coping with emotional and behavioural problems, difficult life crises and physical and mental disabilities. They use a variety of methods and work in health centres, hospitals and out-patient departments. They are often based with community mental health teams. You would normally be referred by a GP or another health professional.

Occupational Therapists

Occupational therapists (OTs) help people to learn or relearn skills, and some specialise in working with people with mental health problems. They can help with everyday activities such as planning a return to work, the use of free time and becoming more effective in performing daily tasks. OTs

are part of community mental health teams.

Community Support Workers and Nursing Assistants

Nursing assistants work on wards while community support workers work in the community as part of community mental health teams. Increasingly, community support workers have a professional qualification. They provide practical and emotional support.

Psychotherapists and Counsellors

The distinction between psychotherapists and counsellors is not a clear one. Psychotherapists have sometimes had a primary training in one of the above professions and in addition will have received specialist psychotherapy training. They can help people to be more in control of their own lives by exploring emotional difficulties and helping them to understand themselves and their relationships with others. Psychotherapy can be both long and

short term, although there is a tendency for more short-term psychotherapy to be available, especially on the NHS. Psychotherapists treat individuals, couples and families. They may have expertise in a particular form of psychotherapy, for example psychodynamic therapy or cognitive and behavioural psychotherapy. Although counsellors may also focus on an individual's means of coping with life, they often specialise in specific problems such as bereavement or loss of employment. Referrals to a psychotherapist or counsellor can be made through your GP or through other professional workers. Many counsellors take self-referrals and work privately. Some GP practices have counsellors attached to the practice and you may be able to have six counselling sessions free on the NHS.

Art, Drama and Music Therapists

The value of the arts in helping someone work through and recover from a mental health problem is being

increasingly recognised in the mental health services. You will often find trained therapists attached to psychiatric hospitals and day centres.

Speech Therapists

Speech therapists are specially trained to help people to combat voice disorders, such as stammering, and to develop their social skills and their comprehension and expression of language. They work in general hospitals.

Physiotherapists

Physiotherapists specialising in mental health help people to recover from physical illness or injury. They also provide the opportunity to improve physical and mental health through exercise and relaxation techniques.

Community Nutritionist

Therapeutic diet advice and nutritional support is given to referred in- and out-patient units on an individual and group basis. Special attention is given to developing ways in which service users can avoid weight gain secondary

to the effects of their prescribed medication. Referrals are received at Outpatients from both psychiatrists and CPNs.

Support, Time and Recovery (STR) Worker

A Support, Time and Recovery (STR) Worker is someone who works as part of a team that provides mental health services. They work with service users, helping them to lead as ordinary lives as possible in whatever settings they choose. An STR worker will provide support to service users in various ways, including providing regular and practical support, helping to access information and resources and support people with daily living.

Vocational Specialists

They are Occupational Therapists who work in the community, day-services and ward-based teams. They have a special interest in work, training and employment.

Websites

BBC Online – Mental Health

www.bbc.co.uk/health/conditions/mental_health/index.shtml

This website contains articles and information on a range of mental health related issues.

The Mental Health Foundation

www.mentalhealth.org.uk

The website of the Mental Health Foundation outlines the charity's work in research, policy, service development and service user involvement. The site offers information and publications to download research, good practice in services and on mental health issues and key issues.

Directgov: Government Information on Mental Health Issues

www.direct.gov.uk

This address will lead you to the Directgov Homepage. Click on 'site index' in the top right hand corner and then go to 'm' on the alphabetical list.

This site provides information on: mental health assessments, mental health professionals, mental health and work, the Disability Discrimination Act and Community Care.

Royal College of Psychiatrists

www.rcpsych.ac.uk

As well as more specialised medical information, the Royal College provides a number of 'user friendly' publications on conditions, treatments and wider aspects of mental health.

Cambridgeshire and Peterborough NHS Foundation Trust

www.cambsmh.nhs.uk

The Trust's information for patients is accessible from here including leaflets on specific conditions and treatments

Mental Health Specialist Library

www.library.nhs.uk/mentalhealth

The Mental Health Specialist Library aims to meet the information needs of health care professionals who work in the field of mental health. It is also freely available to the general

public, although some visitors may find NHS Direct Online (see page 23) a more appropriate website for their needs.

Critical Psychiatry Network

www.critpsynet.freeuk.com

The 'Bradford Group' of psychiatrists first met in Bradford in January 1999. The group provides a network to develop a critique of the contemporary psychiatric system.

3 Legislation

Mental Health Act 1983

Amendments

The Mental Health Act 2007, which amends the Mental Health Act 1983 is expected to be fully implemented by October 2008. Some of the proposed changes have been controversial. Many user groups and mental health professionals have been particularly concerned by the proposed supervised community treatment (SCT). SCT will allow some patients to live in the community whilst subject to conditions under the 1983 Act.

The Mental Health Act 1983

Many people who have mental health problems are treated in the community or in hospital on a voluntary basis and have the same rights as everyone else. They are sometimes called 'informal' patients. A small number of people are compulsorily detained under a section of the Mental Health Act 1983, and they have different rights. People

who are compulsorily detained are referred to as 'detained patients'. Informal patients can sometimes find that when they attempt to leave they are held under Section 5(2) and detained for up to 72 hours on the authority of a Doctor with a view to being assessed for either a Section 2, Section 3 or a Section 5(4), whereby they are detained for up to 6 hours on the authority of a nurse with a view to be assessed and possibly detained under Section 2 or Section 3.

The Mental Health Act of 1983 is very complex and covers many different areas, including compulsory admission to hospital, consent to treatment and the right of appeal, guardianship, and patients' involvement in criminal proceedings. There is also a separately published Code of Practice, which is regularly updated. This gives a guide to the implementation of the Act. It is only possible to give a very brief guide here to the most commonly used Sections (2, 3, 4, 5, 135 and 136). Please note that you will need advice

in interpreting the Act and should consult the Cambridgeshire Independent Advocacy Service, your local Citizens Advice Bureau or a solicitor specialising in mental health. What follows is not an authoritative statement of the law.

To be assessed for compulsory admission under the Act, the person must firstly be suffering from a mental disorder. This is defined by section 1 of the Act to mean 'mental illness, arrested or incomplete development of mind, psychopathic disorder and any other disorder or disability of mind.'

Section 2: Assessment, 28 days

A person may be detained for assessment followed by treatment for up to 28 days. This section is not renewable. The grounds for this are that the patient is: *'suffering from mental disorder of a nature or degree which warrants the detention of the patient in a hospital for assessment (or for assessment followed by medical treatment) for at least a limited peri-*

od; and he ought to be so detained in the interests of his own health or safety, or with a view to the protection of other persons.'

Section 3: Treatment, 6 months

A person can be detained for treatment for up to six months (and this period can be renewed for a further six months and then at yearly intervals). The grounds for this are that the patient is: *'suffering from mental illness, severe mental impairment, psychopathic disorder or mental impairment and his mental disorder is of a nature or degree which makes it appropriate for him to receive medical treatment in hospital' and 'in the case of psychopathic disorder or mental impairment, such treatment is likely to alleviate or prevent a deterioration of his condition' and 'it is necessary for the health or safety of the patient or for the protection of other persons, that he should receive such treatment and it cannot be provided unless he is detained under this section.'*

Procedure – with Sections 2 and 3 either an Approved Social Worker (ASW) or, if necessary and appropriate, a person's 'nearest relative' can make an application. This application must be supported by the recommendations of two registered medical practitioners, one of which must be section 12 approved. In addition, under Section 3 the ASW must consult the 'nearest relative' unless unable to ascertain who the patient's nearest relative is. The application cannot proceed if the nearest relative objects, although court proceedings can be taken to overrule a nearest relative who objects unreasonably.

If a patient's nearest relative unreasonably objects to admission under Section 3, an application could be made to the County Court under Section 29 of the act for the functions of the nearest relative to be transferred to the local Social Services or another person.

Discharge – with both Sections, the patient may be discharged by one of:

- The Mental Health Review Tribunal
- The Responsible Medical Officer (RMO)
- The Hospital Managers
- The Nearest Relative – who must give 72 hours notice to the hospital managers, who in turn may overrule the request. The RMO can refuse the request on the grounds that discharge would be dangerous to the patient or to others. The nearest relative can then bring the case before a Mental Health Review Tribunal. The onus of proof is then on the RMO.

Appeal – the patient may appeal to the Mental Health Review Tribunal. Under Section 2 this appeal must be made within 14 days of detention. Under Section 3 one appeal can be made within the six-month period. Community Legal Service funding (not means-tested) is available to pay a

solicitor to represent someone at a Tribunal. Patients may also appeal to the Hospital Managers with means-tested help. It is important to get advice (from the Citizens Advice Bureau or the Cambridgeshire Independent Advocacy Service) about the wording of a letter to the managers and about representation at a managers' meeting or a Tribunal.

Section 4: Emergency, 72 hours

A person may be detained for assessment purposes for up to 72 hours *'in any case of urgent necessity.'* In this case the application is supported by the recommendation of one registered medical practitioner.

Section 135: Police, 72 hours

A police constable may enter into premises, and remove a person to a place of safety for up to 72 hours, using force if need be. This may only be used when an approved social worker has obtained a warrant from the Magistrates' Court, when there is reasonable reason to suspect that a

person in the premises is being ill-treated, neglected, or not being kept under proper control or is living alone and unable to care for themselves.

Section 136: Police, 72 hours

A police constable can remove someone from a place to which the public have access to a place of safety for up to 72 hours, if the constable thinks that the person is *'suffering from mental disorder'* and *'in immediate need of care or control . . . in the interests of that person or for the protection of other persons.'*

Consent to treatment

Informal patients over the age of 16 have the right to refuse treatment except in the case of an emergency. Formal (detained, 'sectioned') patients under Sections 2 and 3 can be given treatment without their consent in certain circumstances. Special rules apply to specific treatments such as electroconvulsive treatment (ECT) and psychosurgery.

Rights of the nearest relative

If you are the nearest relative of someone affected by a mental disorder you have certain rights:

- The right to ask an Approved Social Worker to assess your relative for compulsory admission to psychiatric hospital.
- The right to apply for your relative to be admitted compulsorily to psychiatric hospital. This application must be accompanied by two medical recommendations, one at least from a psychiatrist.
- The right to refuse consent for your relative to be compulsorily admitted to hospital under Section 3 (though this right can be removed by the courts).
- The right to discharge your relative if they are compulsorily detained in psychiatric hospital.

The Mental Health Act lists, in order of importance, who is considered to be the nearest relative under the law.

Patients at present do not have the right to make a choice as to who they wish to be their nearest relative.

Your right to information

Under Section 132 the managers of a hospital have the duty to provide a formal patient with information on:

- The section she or he is detained under
- His or her right to apply to a Mental Health Review Tribunal and/or appeal to the hospital managers
- His or her right to be discharged
- Consent to treatment rules
- Correspondence rules
- The Mental Health Act Commission, its obligation to protect detained patients and its codes of practice.

Mental Health Review Tribunals

PO Box 8793, 5th Floor

Leicester LE1 8BN

Telephone: 0116 2497059

Website: www.mhrt.org.uk

These independent tribunals, which hear patients' appeals, are made up of three people: a lawyer, a psychiatrist and a lay person with relevant qualifications or skills. Patients can either make their own case or have the right to representation. Anyone for that purpose not being a person liable to be detained or subject to guardianship can act as representative for the patient, though special skills would clearly be an advantage and some solicitors are experienced in this area. Community Legal Service Funding is available to employ a solicitor and this is usually advisable. The Law Society has a panel of Solicitors who are able and willing to represent patients, and only Solicitors who are experienced, and have contact with the Community Legal Service, can do

this work under public funding. All hospital wards and social service departments should be able to show people a list of these Solicitors. On hearing the evidence the tribunal decides whether to discharge the patient. A formal advocate (see the Cambridgeshire Independent Advocacy Service) can also offer support or represent a person who is appealing.

Since November 2001 there has been a change in the law which means that the Mental Health Review Tribunal must discharge a patient unless, in evidence, the detaining authority can satisfy the Tribunal that the continuation of the section is justified according to the law. Prior to this, the burden of proof rested with the patient who had to satisfy the Tribunal that the section should be discharged. This change has come about as a result of the Human Rights Act, and may be subject to alteration when further reviewed by Parliament (*the review of Mental Health Law is ongoing*).

Managers' Appeals

Under Section 23 of the Mental Health Act, patients who are detained in hospital have a right to appeal to the hospital managers. The hospital managers have the power to discharge the person from the detention order if it is considered the criteria for detention are no longer met. When someone is detained, rights of appeal will be given both verbally and in writing and more than once if necessary. If you need more information, speak to the nursing staff on the ward or to the Cambridgeshire Independent Advocacy Service, the Citizens Advice Bureau or Medical Records staff.

Mental Health Act Commission

Maid Marion House

56 Hounds Gate

Nottingham NG1 6BG

Telephone: 0115 943 7100

Website: www.mhac.org.uk

This is a special health authority authorised to keep under review all aspects of the care of patients detained under the Mental Health Act. It can investi-

gate complaints, arrange second opinions under the Mental Health Act on consent to treatment provisions and is responsible for monitoring the Mental Health Act Code of Practice. It cannot discharge a patient from hospital. A patient can make a complaint to the Commission about anything that has happened to him or her while detained. The complaint should be made to the hospital management in the first instance. However, when a complaint is about being compulsorily detained it can be made directly to the Commission. In both instances the Commission will decide whether to investigate the complaint. The website contains information about pursuing your rights and useful links to many other relevant sites.

Mental Capacity Act 2005

The Mental Capacity Act 2005 (the MCA) applies to decisions relating to personal welfare, property, affairs and decisions where the person involved is deemed incapable of making deci-

sions. All decisions taken for incapacitated adults are made with their best interests in mind. The MCA has also made it a criminal act to ill treat or willfully neglect a mentally incapacitated person, as well as limiting protection on any acts intended to restrain an incapacitated person.

A revised Court of Protection has been introduced by the MCA, which is empowered to supervise and make decisions on behalf of the clients in connection with their personal welfare and finances. Personal welfare decisions have been defined in detail by the MCA and include the choosing of residence, day to day care, consent to or refusal of medication, complaints about care and rights of access to personal information. The MCA also allows the new Court of Protection powers to make decisions over property and affairs. This may include buying or selling property, claiming, receiving and using all benefits and purchasing large items such as a motor vehicle.

No power is exercisable under the MCA in relation to children under the age of 16. However, a decision may be made about a child's property or finances if they are deemed incapacitated.

To establish incapacity, the patient must be medically diagnosed as having a mental disturbance, which affects the brain and how the mind functions, if that disturbance makes the person unable to make a decision. However their condition or behaviour cannot lead to unjustified assumptions about their capacity. If the person is likely to regain capacity in the future, whenever possible any decision should be postponed until that time. Any decision should always try to take into account any wishes, feelings, beliefs and values of the patient. Any decision must try to avoid restricting decisions or choices the person may have in the future. In relation to the gravest decisions or serious dispute amongst interested persons, the court should be approached for a decision.

The following service provides advocates for people who lack mental capacity:

Cambridgeshire IMCA Service

Speaking Up

1a Fortescue Road

Cambridge CB4 2JS

Telephone Referral line:

0845 650 0081

Fax: 0845 650 0081

Email: imca@speakingup.org

Website: www.speakingup.org

The Independent Mental Capacity Advocate Service is a statutory advocacy service for people who lack mental capacity to make specific decisions who have no family or friends who can be consulted about the decision. Referrals are made by practitioners who are proposing to make a decision about serious medical treatment, a long term change in accommodation or decisions related to adult safeguarding procedures or a care review. If a person fits the above criteria, they have a legal right to an advocate.

The Disability Discrimination Act 1995

This Act gives disabled people (including people with mental health problems, learning disabilities and long-term health conditions) rights in the areas of employment, buying goods and services and buying or renting property. It also enables the Government to set minimum standards for accessible transport (for example, ensuring that all licensed taxis are accessible) and requires schools, colleges and education authorities to provide information about facilities for disabled students.

The Act falls short of the full civil rights legislation for disabled people that campaigning groups have called for, but does go some way towards tackling discrimination. For example, it is against the law for employers of more than 15 people to discriminate against a person because of their disability. Service providers such as shops and restaurants or healthcare providers

must offer equal treatment to all, as must people selling or letting property.

The Equality and Human Rights Commission can help people gain redress if they believe they have been discriminated against. For information on this contact the Equality and Human Rights Commission's Helpline on 0845 604 6610 (England),

Legal Advice and Solicitors

If you need legal advice on the Mental Health Act, the Cambridgeshire Independent Advocacy Service (CIAS) has a list of solicitors in the Cambridge area who deal with Tribunals and other mental health matters.

Websites

MIND – Legal Information and your rights

www.mind.org.uk/Information/Legal

MIND's list of their leaflets and publications that will help you understand your rights including negligence, confidentiality, advance directives, the Mental Health Act 1983 and 2007 and the Mental Capacity Act 2005.

Directgov

www.direct.gov.uk

This site has details of the Mental Health Act and Mental Capacity Act and links to other relevant sites with information. Search for 'mental health act' in the search facility.

Advocacy, Information and Advice

4

Advocacy

Advocacy is about having a voice in whatever situation you may face, whether or not you are (or have been) in hospital. It's about helping you get the right information and support to be able to make choices about the services or treatment that you receive or need, whoever provides them. It's about being listened to and taking control of where you are – and where you want to be.

All forms of advocacy are about empowerment. Empowerment means people speaking up for themselves and for their rights, by making their views heard and helping them gain control over their lives. There are two kinds of advocacy for people living in Cambridge who have difficulties with their mental health, both provided by Cambridgeshire Independent Advocacy Service:

Individual Advocacy

Individual advocacy is a form of confidential one-to-one work, which aims

to help individuals protect their rights and meet their obligations, which it does through providing information, assistance and representation. People in hospital or in the community who consider that they have issues with mental ill-health can ask for the support of an independent mental health advocate. Advocates seek to empower their clients, by supporting them in trying to obtain the services that they want, and in asserting their rights.

Advocates deal with a broad range of issues, from rights under the Mental Health Act, appeals and tribunals to present and future care/treatment/ medication, from access to medical records and housing rights to financial difficulties and welfare benefits. They can contact solicitors and liaise with them on their clients' behalf, and they assist with writing letters and completing forms. Advocates are either paid workers or skilled advocacy volunteers, both operating entirely independently of the mental health system. When an

advocate represents the interests of a client, the client specifies what he or she wishes the advocate to say or do by agreeing a plan of action. Unless the client wants otherwise, the views of anyone else and other considerations do not influence that plan.

Group Advocacy

Group advocacy is where users of mental health services come together in confidential meetings. They discuss services independently of those who provide the services, saying what is good or less good about them, and what could be done to improve them. Agreed comments from each group are then passed on to service managers so that improvements in the services that they provide can be considered. Group advocacy is a way of involving people more effectively: it gives them a say about the services that they receive, and the power to seek to influence things that they would like changed.

Cambridgeshire Independent Advocacy Service (CIAS)

PO Box 322

Patients' Resource Centre

Fulbourn Hospital

Cambridge CB21 5EF

Telephone: 01223 218500

Fax: 01223 246683

Email: enquiries@cias.org.uk

CIAS provides information, assistance and representation in all areas of your life where you are experiencing trouble getting your views heard. The support that they give is not limited to matters of accessing or complaining about mental or physical health services: amongst other things, they help with issues concerning housing, benefits, family, divorce and separation, social services and child care proceedings, debt and finance, civil and criminal cases, and employment. Their mental health advocates can offer you a free, independent and confidential service, if you are between the ages of 18 and 65 and have a mental health issue. Clients are supported to speak up for or defend their rights, both as individ-

uals and as a group. They operate a client-led service, which means that you determine not only what your priorities are, but also how much involvement you feel that you need from them. CIAS also facilitates group advocacy, which includes service-user meetings in the hospital and community, ensuring that service-users get their collective views across to providers of mental-health and other services. Please leave a message if you call and get the answering-machine, together with your name and number, and an advocate will return your call as soon as possible. Except in urgent cases, a weekly meeting takes place at which they allocate an advocate who will start looking at your issues with you and help you decide what action is to be taken.

Age Concern Mental Health Advocacy Service

See page 107 in the chapter on Older People for details of this advocacy service.

United Kingdom Advocacy Network (UKAN)

14-18 West Bar Green

Sheffield S1 2DA

Email: officeukan@btconnect.com

Website: www.u-kan.co.uk/

This is a service-user-run network of advocacy groups in the UK. It provides information, training and support for local groups and campaigns for advocacy, information and advice improvements to mental health services. They also support Patients Councils and User Forums.

Complaints

There are several things you can do if you have a complaint against a mental health service or health professional. The main services have their own complaints procedures, but you could contact independent organisations if you want some help and support in making your complaint. *The Cambridgeshire Independent Advocacy Service* (see above) could help you to make a complaint about mental health servic-

es or you could contact **PALS** or the **Citizens Advice Bureau**. If you want to make a complaint against NHS services you could also contact **ICAS** (Independent Complaints Advocacy Service (see below)), which covers all NHS services, not just mental health.

**PALS Complaints Service
Cambridgeshire and Peterborough
NHS Foundation Trust**

Elizabeth House,
Fulbourn Hospital
Fulbourn
Cambridge CB21 5EF
Telephone: 0800 3760775
(FREEPHONE)

Fax: 01480 398501

Email: pals@cambsmh.nhs.uk

A confidential voicemail service is available if a member of the PALS team is unable to take your call immediately.

When you use mental health services or care for someone who does you may sometimes need help, information or support. PALS is a confidential Trust service that listens to your concerns and queries and helps sort out

problems quickly on your behalf. They can also give you information about mental health services and the NHS, including how to make a complaint and where to get support to do this. If you would like to talk to someone from the PALS team, please contact them as above or write to the Patient Experience Manager at Elizabeth House.

Patient Experience Tracker

The Trust is planning to introduce electronic feedback handsets so that service users and carers can share their views about their experiences of services as they happen. The handsets will initially be introduced in twenty sites across the Trust.

**POHWER ICAS (Cambridgeshire,
Norfolk and Suffolk)**

Unit 26A, E Space North
181 Wisbech Road
Littleport, Ely CB6 1RA
Helpline: 0845 4561084
Fax: 0845 337 3050

Email: pohwericas@pohwericas.net

Website: www.pohwer.net

ICAS stands for Independent Complaints Advocacy Service. They can help you to make a complaint against the NHS.

**Complaints about GPs,
Dentists, Pharmacists and
Opticians**

All family practitioners (GPs, dentists, pharmacists and opticians) must investigate patient complaints according to the NHS complaints procedures. If you have a complaint, you can approach the practice directly or you can contact the Customer Services Department for impartial advice and information.

**Customer Services/ Complaints
Manager**

Anglia Support Partnership
18 Vinery Road
Cambridge CB1 3DX
Telephone/Fax: 01223 477760
Email: karina.plough@asp.nhs.uk
Website: www.cambridgeshire.nhs.uk

The Customer Services Department can also provide a trained mediator to

help you resolve the complaint if you or the practitioner feel that this would help. The Cambridgeshire Independent Advocacy Service can help you make your complaint.

Complaints/ suggestions/ comments about social care services

If you have a complaint/suggestion/comment about the social care services you receive, you should contact the person who actually provides the service (you can find out who that is from the Cambridgeshire Direct 0845 0455202). If you are not satisfied you can write to the manager of the service concerned or send your complaint to:

Customer Care Manager

**Customer Services Unit
Castle Court, Shire Hall
Cambridge CB3 0AP**

Telephone: 01223 717958

Email:

SSD.custcare@cambridgeshire.gov.uk

They will respond within ten working days. If you are still not satisfied after

they have replied, you have the right to proceed to the next stage to make your complaint formal. Tell the Customer Care Manager why you are not satisfied with the response to your complaint and what you would like them to investigate. If you are not satisfied following this (the investigation stage) you can proceed to stage three which is an independent review of your complaint. If you are still unhappy you can contact the local Government Ombudsman:

Mr J White

**The Oaks, Westwood Way
Westwood Business Park
Coventry CV4 8JB**

Telephone: 0845 6021983

(Advice Line) open Monday to Friday
9.00am – 4.30pm

The ombudsman will not usually consider your complaint until you have used all three stages of the Social Services Complaints Procedure. For further advice about making a complaint to the local government ombudsman call the Advice Line.

Sources of independent information and advice

Lifecraft Mental Health Information Centre

**The Bath House, Gwydir Street
Cambridge CB1 2LW**

Telephone: 01223 566957

(1.00pm–4.00pm)

**Lifeline: 0808 808 2121 (FREEPHONE
7.00pm–11.00pm)**

Fax: 01223 505932

Email: info@lifecraft.org.uk

Website: www.lifecraft.org.uk

Lifecraft's Information Centre is open 1.00pm–4.00pm Monday to Friday. You can call in person or phone to get information on all aspects of mental health, from specific illnesses and treatments to details of local resources, including self-help groups. Their trained staff also provide support and can help you to contact other agencies. Their telephone helpline, Lifeline (see page 34) is open from 7.00pm – 11.00pm 365 days a year and provides support and information. For details of Lifecraft's other services see page 58.

NHS Direct**Telephone: 0845 4647****Website: www.nhsdirect.nhs.uk**

NHS Direct is a 24-hour confidential healthcare advice and information helpline and an authoritative health website. You can speak directly, and in confidence, to experienced nurses and professional advisors about any health problem or enquiry. Using their skills and experience, together with a comprehensive computer system, NHS Direct can provide you with advice on what to do next.

If you need general information about local health services or more in-depth information about a particular health condition that may be worrying you or a family member, NHS Direct staff can get you the help and information you need quickly.

Calls to NHS Direct cost a maximum of five pence per minute from a BT landline. The cost of calls from mobiles and other networks may vary. For patients' safety all calls are recorded. For those whose preferred language is not

English, there is the choice of a confidential translation service.

The emergency dental helpline previously listed is now closed – all calls to go through NHS Direct.

Essex Coalition of Disabled People**Cambs DPSS****Ivan Peck House****1 Russell Way****Widford Industrial Estate****Chelmsford CM1 3AA****Telephone: 01245 392328****Fax: 01245 392329****Textphone: 01245 392302****Email: cambsdps@ecdp.org.uk****Website: www.ecdp.org.uk**

They are an Advocacy, training and Direct Payment consultancy and provider.

ECDP are contracted in Cambridge-shire to provide Direct Payment Support Services for people who wish to use Direct Payments and are eligible to do so. They have a team of three Independent Living Advisors who assist in the provision of support services.

Advice Agencies**Citizens Advice Bureau**

They offer free, independent, confidential help and advice on many subjects, including family and personal problems, debts, consumer queries, employment law, benefits, housing and landlord/tenant disputes, help with form filling and letter writing, County Court representation (for debt) and advice on Social Security Appeal Tribunals, Medical Appeal Tribunals, and Industrial Tribunals.

Cambridge Citizens Advice Bureau**72/74 Newmarket Road****Cambridge CB5 8DZ****Telephone: 01223 222660****Advice Line: 0844 8487979****Fax: 01223 222661****Website: www.cambridgecab.org.uk**

(emails can be sent from a link on this website)

Specialist Mental Health Worker Sonia Archdale

As well as the usual range of free, independent and impartial advice on

your rights, the Bureau also employs a Specialist Mental Health Worker (Monday to Wednesday) who can help with money advice, benefits and other issues. She makes weekly visits to Fulbourn Hospital (Wednesday 1.00pm–4.00pm).

Bureau opening hours: Monday to Friday 9.30am–1.00pm drop-in and 1.00pm–4.00pm appointments.

Also at the following places and times:

- **Addenbrooke's Hospital**,
off the Concourse
Telephone: 01223 217397
Open Monday, Wednesday and
Thursday 10.00am–4.00pm.
- **John Huntingdon House**,
Tannery Road, Sawston
Open Friday 9.30am–12.30pm.
- **The Doctor's Surgery**,
1a Pepys Way, Girton, Cambridge
Telephone: 01223 222674
Open Monday 1.00pm–3.00pm.

Ely and District Citizens Advice Bureau

70 Market Street, Ely CB7 4LS

Telephone: 0845 1306442

Fax: 01353 669308

Website: www.elycab.org.uk

Open Monday, Wednesday and Thursday 9.15am–1.30pm, Tuesday and Friday by appointment only. They can also take enquiries by telephone 9.15am–1.30pm from Monday to Thursday.

Newmarket Citizens Advice Bureau

Foley Gate, Wellington Street,

Newmarket CB8 0HY

Telephone: 01638 665999

Fax: 01638 668111

Email: mac@cab-newmarket.co.uk

Open Monday, Tuesday and Thursday 9.30am–2.30pm, no appointment necessary.

Cambridge Law Centre

41 Mill Road

Cambridge CB1 2AW

Telephone: 01223 712222

Fax: 01223 712294

Email: clc@afl.org.uk

Website: www.afl.org.uk

Free, confidential advice on welfare benefits, debt, employment, housing and immigration. Open for people to drop in Monday to Thursday 10.00am–12.30pm. Home visits can be arranged for people who are housebound. You can ring or write to arrange appointments or home visits.

Disability Cambridgeshire

1 Orwell Furlong, Cowley Road

Cambridge CB4 0WY

Telephone: 01223 569600

(Advice line)

Fax: 01223 506470

Email: info@disability-cambridgeshire.org.uk

Website:

www.disabilitycambridgeshire.org.uk

The Advice Line is open Monday to Friday 10.00am–2.30pm and 1.30pm–4.00pm. Disability Cambridgeshire is affiliated to DIAL UK. It offers advice and information to disabled people and carers on all matters relating to disability issues including benefits,

employment, the Disability Discrimination Act and social care. They can help with initial benefit applications (particularly those for disability living allowance) and are able to support and represent clients wanting to contest unfavourable Benefits Agency decisions.

Drop-in service Addenbrooke's Hospital Advice Centre Tuesday and Friday 1.00pm–3.00pm.

Mind

PO Box 277

Manchester M60 3XN

Telephone: 0845 7660163

Email: info@mind.org.uk

Website: www.mind.org.uk

Mind is the leading mental health charity in England and Wales. They work to create a better life for everyone with experience of mental distress by:

- advancing the views, needs and ambitions of people with mental health problems
- challenging discrimination and promoting inclusion

- influencing policy through campaigning and education
- inspiring the development of quality services which reflect expressed need and diversity
- achieving equal rights through campaigning and education.

Mind produces a wide range of publications, including factsheets, their award-winning 'Understanding...' booklets, covering anxiety, depression, schizophrenia and other mental health problems, and a 'How to...' series, promoting ways of coping and strategies for living. Over 100 Mind publications are available in full on the website. They also publish *Openmind*, the national mental health magazine, while an extensive programme of conferences and seminars, open and in-house training is organised every year.

Deaf or speech impaired enquirers can use the same phone number (if you are using BT Textdirect add the prefix 18001). Mind is open Monday to Friday 9.15am–5.15pm. Phone calls

from the UK are charged at local rates.

Websites

MIND: Advocacy

www.mind.org.uk

Mind has a number of useful resources about your rights and mental health advocacy. Search for advocacy on the site for 'advocacy' or 'mental health act'.

The Mental Health Shop

www.mentalhealthshop.org/rights_and_laws

The Mental Health Shop has a number of useful resources on all aspects of mental health including this section on rights, advocacy, advance directives, confidentiality and access to medical records.

Rethink: Rights and law

www.rethink.org

The Rethink website has a wide range of information including the subject of rights and laws. Follow the link from the home page.

The Mental Health Alliance

www.mentalhealthalliance.org.uk

This is a group of service user groups, carers' groups, organisations and professionals campaigning to preserve the rights of patients under the new Mental Health Act.

Sainsbury Centre for Mental Health

www.scmh.org.uk

This Centre works to improve the quality of life for people with mental health problems by influencing policy and practice in mental health and related services. They focus mainly on criminal justice and employment, with supporting work on broader mental health and public policy.

Your Rights

www.yourrights.org.uk

This site covers a wide range of citizens' rights including those of people detained under the Mental Health Act.

Promotion, Stigma and Discrimination

5

Although mental health problems are very common, with one in four people experiencing mental distress at some point in their lives, there is still a great deal of misinformation and stigma attached to a diagnosis of mental illness, which can have a negative impact on many aspects of a person's life. Work to improve public understanding of mental health issues is therefore of high priority.

National programmes

There are a number of national programmes and organisations dedicated to reducing stigma and discrimination in mental health:

Established in 2004, **Shift** is a five-year government-funded programme set up to tackle stigma and discrimination. **Website:** www.shift.org.uk

Launched in 2008, **Moving People** is a groundbreaking and diverse programme of national and local activity, led by four mental health organisations – Mental Health Media, Mind, Rethink and the Institute of Psychiatry,

King's College London. Its aim is to reduce stigma and discrimination linked to mental health as well as support mental health by encouraging better physical wellbeing. **Website:** www.movingpeople.org.uk

Launched in 2002, the '**See Me**' campaign was launched to challenge stigma and discrimination around mental health in Scotland.

Website: www.seemescotland.org.uk

Local programmes and organisations

Lifecraft

Lifecraft regularly carries out campaign and awareness-raising work (please also refer to the work of SCUF on page 30). For example, in 2006 the organisation launched its 'Open Your Mind' exhibition to highlight mental health myths as well as profile celebrities throughout history who have experienced mental illness and in 2007 it ran 'The Big 1-in-4 Bus' which travelled throughout Cambridgeshire raising awareness about mental health and

local services.

Contact: *Amanda Price, Lifecraft Campaigns Officer*

Telephone: 01223 566957

Email: amanda@lifecraft.org.uk

For Lifecraft's main details see page 58.

South Cambridgeshire Mental Health Promotion Group

See countywide lead for mental health promotion, Claire Harris, below.

World Mental Health Day, October 10th

World Mental Health day was observed for the first time in 1992 by the World Federation for Mental Health (www.wfmh.org) and this day is officially commemorated every year on October 10th, when national and local campaigns take place across the world to educate the public on relevant issues concerning mental health. Each year, mental health organisations in the Cambridge area work together to co-ordinate activities to celebrate World Mental Health Day. For more information please contact Claire Harris (see below).

Working Together

Cambridgeshire & Peterborough
NHS Foundation Trust

Elizabeth House

Fulbourn Hospital

Cambridge CB21 5EF

Telephone: 01223 218738

Fax: 01223 218956

Email: judy.dean@cambsmh.nhs.uk
(Trust Adult Nurse Lead)

Website:

www.workingtogetherforrecovery.co.uk

Contact the Project Manager or Jeremy
Symes clo Cambridge Regional College
Telephone: 01223 532283

Email: jsymes@camre.ac.uk

This initiative brings together people who use local mental health services, staff who work in the mental health field from any organisation or professional background and people who support users on an unpaid basis. 'Working Together' aims to promote good practice in user involvement, multi-agency partnerships and mental health promotion through sharing information and hosting collaborative events on a range of mental health topics. There are regular opportunities

for involvement. Information sharing lunches are held quarterly and are open to all.

Countywide Lead for Mental Health Promotion

Cambridgeshire Primary Care Trust
(Provider Arm)

Public Health Dept., 1 Oak Drive
Huntingdon PE29 7HN

Telephone: 01480 418664

Fax: 01480 418688

Email:

Claire.harris2@hinchbrook.nhs.uk

Contact the Mental Health Promotion
Facilitator

This work focuses on:

- Raising awareness of mental health and wellbeing.
- Combating stigma and discrimination against individuals and groups with mental health problems.
- Promoting a holistic approach to mental health, including promoting the mental health benefits of exercise.

CSIP (Care Services Improvement Partnership) Eastern

654 The Crescent

Colchester Business Park

Colchester CO49YQ

Telephone: 01206 287541

Fax: 01206 287597

Website: www.eastern.csip.org.uk

CSIP Eastern works with and is funded by the Department of Health. The Eastern Development Centre was established in 2002 as one of the eight Regional Development Centres of the National Institute of Mental Health in England (NIMHE). In April 2005 it became part of the Care Services Improvement Partnership (CSIP), which was set up after public consultation.

CSIP works closely with key regional delivery partners, including regional Department of Health colleagues in public health to achieve their aim of improving services and outcomes for children and families, adults and older people, including those with mental health problems, physical or learning disabilities and people in the criminal justice system.

National organisations

Mental Health Media

www.mhmedia.com

They run a range of projects that give people with experience of mental distress the confidence, skills and resources to challenge discrimination and speak out about their experiences.

Open Up Toolkit

www.openuptoolkit.net

Mental Health media's anti-discrimination project

Mind

www.mind.org.uk

See Advocacy Information and Advice chapter for contact details.

Mind Campaigns help improve the lives of people with mental health problems, working for better services, legal rights, and for a more accepting attitude among employers, and advising Government, health and local authorities and the public on best practice, services and developments in mental health community care. Mind's policies are always developed in consultation with Mind Link, Diverse

Minds, Rural Minds and other networks.

In all their campaigning work they seek to empower those who use mental health services, making sure that those directly affected have their voice heard. Mental health users can become members of Mind in Action and receive information about how to respond to Government consultations and lobby their MP.

The Mental Health Foundation

UK Office, 20 Upper Ground,
London SE1 9QB.

Telephone: 020 7803 1100

Fax: 020 7803 1111

Email: mhf@mhf.org.uk

Website: www.mhf.org.uk

The Mental Health Foundation is a leading UK charity working in mental health and learning disabilities. It is primarily a research charity, some of which is original and some of which is commissioned. The research can be accessed via the website. Most research is free to access but some needs to be purchased. If you are interested in looking for research on a

particular subject, use the alphabetical index to bring up a list of the existing pieces of research that begin with the first letter of the subject.

Rethink

www.rethink.org

See page 62 in chapter on Self Help and Voluntary Groups for full details.

The Sainsbury Centre for Mental Health

134-138 Borough High Street
London SE1 1LB

Telephone: 020 7827 8300

Fax: 020 7827 8369

Website: www.scmh.org.uk

The Sainsbury Centre for Mental Health works to improve the quality of life for people with mental health problems. It carries out research, policy work and analysis to improve practice and influence policy in mental health as well as public services. The work focuses on two main areas: employment and mental health and prisons and the criminal justice system. Research can be accessed via the website.

6 User Involvement

User Involvement is about promoting the voice of service users. There are many ways to do this. User involvement is important to ensure that service users are able to influence decision-making. This includes being involved in decision-making processes in order to make services more user-friendly. User Involvement also promotes the rights and interests of service users. All involvement should be meaningful.

There are both local and national initiatives that promote service user involvement.

South Cambs Users Forum (SCUF) c/o Lifecraft

**The Bath House, Gwydir Street
Cambridge CB1 2LW**

Telephone: 01223 566957

Email: info@scuf.org.uk

Website: www.scuf.org.uk

SCUF is a Forum for people in Cambridge and South Cambridgeshire who have experienced mental health services, enabling people to share their views and experiences to build a collective

user voice that aims to bring about positive change. SCUF members are invited to share their experiences of mental health services (positive and negative) in a way that feels comfortable for them. This could be via the forum on the SCUF website, at monthly meetings, one-to-one in person, over the phone or in writing.

There are also lots of other opportunities for involvement. For example, on a monthly basis members are sent information about relevant forthcoming meetings and events, including the minutes and agenda of SCUF meetings. Members are also regularly updated on opportunities for involvement in campaign work and statutory sector development, delivery and evaluation. Membership is free and available on completion of a membership form. Membership forms are available on-line or by post.

SCUF is funded by Cambridge City Council and Comic Relief and managed by Lifecraft.

Cambridgeshire and Peterborough NHS Foundation Trust

- **Foundation Trust Membership Scheme**

Their aim is to recruit as many local people as they can so that they can be sure their services are meeting the needs of local people. Membership gives you the opportunity to get involved in Trust activities. They hope that this will help to build tolerance and understanding about mental health issues. They have a programme of events designed for members such as speakers' events and workshops. If you would like any further information please contact Margaret Lyne & Vivien Golding on 0800 3760101 or look on their website www.cambsmh.nhs.uk

- **Service User And Carer Involvement**

The Trust is developing a new strategy. Through its implementation they aim to give service users and carers more say so that services have a positive impact on their lives and help to promote recovery. By involving service users and carers in improving their services, they hope to provide responsive services that meet local need. If you would like further information please contact

*Tim Bryson on 01223 726768, email
Tim.Bryson@cambsmh.nhs.uk*

- **User and Carer R&D Project**

They are interested in encouraging mental health research activities that reflect service users' and carers' needs and which have a direct impact on practice. The project offers advice and information, support for people who want to take part and opportunities to increase knowledge and understanding. Service users and carers have taken part in a number of research and service development projects

already, including an evaluation of the Cambridge Assertive Outreach Team and a survey on the implementation of the smoke-free policy in local inpatient wards. Anyone interested to know more or become a partner in research can contact Iliana Rokkou, User and Carer R&D Manager, telephone: 01223 218509, email: iliana.rokkou@cambsmh.nhs.uk

- **Experts by Experience Project**

The Cambridgeshire and Peterborough Mental Health Partnership Trust, together with its partner organisations, is running a training programme for service users to become 'Experts by Experience'.

Experts by Experience are mental health service users who contribute to the review and development of services through activities such as:

- contributing to meetings,
- scrutiny of policies,

- involvement in the training of staff,
- involvement in research,
- involvement in the recruitment of staff

The Experts by Experience project offers an eight-week training programme to equip service users to undertake the different activities. There is no cost to service users. Anyone interested to know more or to join the programme can contact either:

Carol Fernandez, Training Consultant
Email: carol.fernandez@cambsmh.nhs.uk

Jeannette Harding
User Training Consultant
Email: Jeannette.Harding@cambsmh.nhs.uk

Learning and Development team
Cambs and Peterborough Mental Health Partnership Trust
Block 14, Ida Darwin
Fulbourn, Cambridge CB21 5EE
Telephone: 01223 884106/884219

For any general enquiries about the Trust please look at their website where you will be able to find a lot of useful information.

www.cambsmh.nhs.uk

Service User/Carer Involvement (SUCI)

Social Work, Webb Building
Anglia Ruskin University
East Road, Cambridge CB1 1PT
Telephone: 01223 363271 ext.229
Email: Joanna.Fox@anglia.ac.uk
Contact Joanna Fox

The Service User/Carer Involvement (SUCI) Project at Anglia Ruskin University seeks to involve service users and carers in all aspects of the training of social work students. They are working towards involving service users and carers in teaching and learning; assessment of students; interviewing; programme and module development. You can get involved in different aspects or join the Project Advisory Group. (You can receive payment for your time and expenses.)

The following new organisation enables the general public to become involved in the provision of health-care in Cambridgeshire, replacing the old PPI Forums:

Cambridgeshire LINK

5 Crown Street, St Ives PE27 5EB
Email: mike.cornwell@cambridgeshirelink.org.uk
Website: www.cambridgeshirelink.org.uk

If someone is in crisis and needs to get help urgently, then the GP should be contacted, whether this is during the day or at night. If the person is supported by the local NHS community mental health services, the team office can be contacted during office hours (see page 44). Obviously if someone has taken an overdose of pills, or any other hazardous substances you should get them to the Accident and Emergency Department of your local hospital as soon as possible, if necessary by dialling 999 to get an ambulance. If the person in crisis is on the Care Programme Approach (see page 6) the care plan should say clearly what to do and who to contact in a crisis.

Out of Hours Services (for those in a crisis)

Crisis Resolution and Home Treatment Teams

Cambridge City Team and South Cambridge Rural Team
Elizabeth House, Fulbourn Hospital
Fulbourn CB21 5EF
Telephone: 01223 218810
Fax 01223 218760

The Home Treatment teams are a service for people who need emergency mental health assessment. They can offer support for people in their own homes as an alternative to going into hospital. The teams work seven days a week 8.00am–10.00pm. The Teams consist of nurses, doctors, social workers, occupational therapists and support workers. Service users cannot refer themselves. Referrals need to be via a GP or mental health team worker. The South Cambridge Rural team covers people in the Royston, South Cambs and East Cambs area; the Cambridge City team covers people in Cambridge City itself.

The Emergency Duty Team

Park House, Shire Hall
Cambridge CB3 0AP
Telephone: 01733 234724

The team is made up of experienced social workers, who have a generic role, but they are also Approved Social Workers. If a person needs to be voluntarily admitted to hospital or 'sectioned' under the Mental Health Act 1983 outside normal working hours, the Emergency Duty Team will be called. In a mental health crisis they will only visit people's homes if it seems likely that sectioning will be necessary, but they will give advice over the phone in other cases.

The Cambridgeshire Emergency Duty Team are contactable via an answering service on 01733 234724, outside normal office hours, 5.00pm–8.45am Mondays to Thursdays and from 4.25pm on Fridays, throughout the weekend until 8.45am on Mondays, or Tuesday if Monday is a bank holiday.

CamDoc

Out-of-hours GP service

Telephone: 01223 464242

This service operates evenings and weekends when your local GP surgery is closed. If you feel you need to consult a doctor urgently you can ring the above number and a doctor will assess your situation.

Telephone Help When You Are Feeling Desperate

If you are feeling desperate or are in need of support, but do not feel it is appropriate to call your GP, there are numbers you can call.

Lifeline – The Cambridgeshire Mental Health Helpline

(A Lifecraft Service)

Telephone: 0808 808 2121
(FREEPHONE)

7.00pm–11.00pm, 365 days a year
(Answerphone at all other times).

Email: lifeline@lifecraft.org.uk

Their trained volunteers are available

to support people experiencing emotional distress to provide:

- Someone to talk to
- Emotional support
- Guidance through a crisis
- Liaison with other agencies
- Information on local and national resources, treatment, patients' rights, self-help groups etc
- Someone who cares, someone who listens.

Samaritans

Cambridge Samaritans

4 Emmanuel Road

Cambridge CB1 1JW

Telephone: 01223 364455 or 08457 909090 (both helplines)

Email: jo@samaritans.org

Website: www.samaritans.org

The Samaritans have trained volunteers who will listen to people who are distressed, in despair or contemplating suicide, 24 hours a day, 365 days a year. They will offer a sympathetic, non-judgmental listening ear. You can call round in person

10.30am–10.30pm or you can phone the Samaritans on their 24-hour helpline above. Alternatively you can email them or write to: PO Box 9090, Stirling FK8 2SA.

SANELINE

Telephone: 0845 7678000 (all calls charged at local rate)

Trained volunteers will provide emotional support and information on mental health issues 6.00pm–11.00pm every day of the year. This is run by the national organisation SANE.

Accident and Emergency Departments

The Emergency Department (formerly Accident and Emergency)

Addenbrooke's Hospital

Hills Road, Cambridge CB2 2QQ

Telephone:

01223 217118 (Direct Line)

Fax: 01223 217057

Acute General and Speciality Hospital Emergency Department is a 24-hour service to provide emergency assess-

ment and treatment. All GP surgeries are covered by an out-of-hours service and consideration should be given to using the GP service for non-threatening illnesses.

Accident and Emergency

Department

**Hinchingbrooke Healthcare NHS
Trust**

Hinchingbrooke Park
Huntingdon PE29 6NT

Some people in Southern Cambridgeshire would go to Hinchingbrooke rather than Addenbrookes. They also have a 24-hour service.

Websites

Directgov

www.direct.gov.uk/en/DisabledPeople/HealthAndSupport/MentalHealth/DG_10023332

What to do in a mental health emergency whether you are a service user or carer.

Mind: Suicidal Thoughts and Emergencies

www.mind.org.uk

Look in the A-Z for leaflets about suicidal thoughts, panic and other emergencies.

8 Hospital Services

Sometimes if you have mental health problems, you will find it difficult or impossible to carry on with your normal life in the community and will need to spend time as an in-patient in a psychiatric hospital. If you are there for a relatively short time (up to six months but usually less), you will stay on an acute ward. If you need to stay for longer, you may stay on one of the rehabilitation wards. Referral to hospital will always be through a health professional, perhaps a GP or a member of one of the community mental health teams. If you think you or a relative or friend needs to spend time in hospital, you should contact your GP.

When someone does not realise that he or she is ill, and their condition poses a threat to their health, their safety or that of others, he or she may be admitted to hospital without their consent under the Mental Health Act 1983.

In Cambridge, psychiatric in-patient care is provided on the NHS by the Cambridgeshire and Peterborough NHS Foundation Trust.

Acute psychiatric inpatient care

There are two acute psychiatric wards where people go for short periods – both based at Fulbourn Hospital:

Adrian House Ward

Telephone:

01223 218557 or 01223 218661

Fax: **01223 218662**

Patients' phone: **01223 218521**

There are 24 beds for people living in Ely and in the villages around Cambridge City. Some of these beds are for people with problems around substance misuse. There is a team of nurses and doctors as well as the services of social workers, art therapist, psychologists and physiotherapists. The ward approach is about informality, collaboration with patients and a deeply held belief that every person is to be recognised as an individual and treated with dignity at all times. There is a busy group work programme reflecting their belief in the substantial experience and resources of the patients to help one another.

Friends Ward

Telephone: **01223 218514 or 218616**

Patients' phone: **01223 213438**

This ward is for people registered with a GP in the Cambridge City area.

S3 Ward (Eating Disorder Unit)

Telephone: **01223 216944**

Fax: **01223 216673**

Ward Co-ordinator: **01223 217542**

Email:

Linda.Eldridge@cambsmh.nhs.uk

Email:

jane.waterston@cambsmh.nhs.uk

Contact the Ward Manager Jane Waterston

All referrals to be sent to:

Dr Jane Shapleske, Consultant Psychiatrist via her PA Karen Payne or PA Jenny Cahill at:

Barton House Clinic

Box 220, Addenbrooke's Hospital

Hills Road, Cambridge CB2 2QQ

Telephone: **01223 596201**

Fax: **01223 257153**

Email:

Karen.Payne@cambsmh.nhs.uk or

jenny.cahill@cambsmh.nhs.uk

S3 is a dedicated eating disorder ward for adults from age 17 years, which treats patients with Anorexia Nervosa. The eating disorders unit provides a safe and structured environment where individually tailored treatment helps patients gain weight and establish healthy eating patterns. The psychological therapies that focus on the emotional and psychological aspects of the illness are in line with NICE guidance, and include individual CBT, IPT and CAT. All nursing staff and other professionals in the team are trained in Motivational Enhancement Therapy. The ward is staffed by nurses specialising in eating disorders. A group therapy programme, occupational therapy, body image therapy and family work are also offered.

Rehabilitation Wards

Two wards are focused on meeting the needs of people who require longer periods of in-patient care in an environment which will help them to

develop their skills and confidence whilst treating their mental health problems. These wards are part of the Rehabilitation and Recovery care pathway.

Burnet House Fulbourn Hospital Cambridge CB21 5EF

Telephone:

01223 218526 or 01223 218671

Patients' telephone: 01223 218566

People are referred to Burnet House from the acute wards and the community for assessment, treatment and resettlement. The average stay is about six months but may be longer. The aim is to settle people back into the community. Some people may be referred to the other rehabilitation ward, Cobwebs, or to supported accommodation in the community. Active participation by ex-users and carers is encouraged whether people are ill or well. They also have three open forensic beds.

'Cobwebs'

**4 Gresham Road
Cambridge CB21 2EP**

Telephone: 01223 726010

This is an intensive rehabilitation unit based in Cambridge City. The service aims to provide a safe and homely environment, with an emphasis on maximising opportunities for growth and independence. The unit is staffed 24 hours a day.

**George Mackenzie House
Fulbourn Hospital
Cambridge CB21 5EF**

Telephone: 01223 218807

Fax: 01223 218817

Email:

margo.stevens@cambsmh.nhs.uk

This is a low secure ward for people whose psychiatric condition makes it difficult for them to be nursed on open wards.

Other services at Fulbourn Hospital

Department of Clinical Psychology

Elizabeth House

Fulbourn Hospital

Cambridge CB21 5EF

Telephone: 01223 218672

Fax: 01223 218978

Email:

geraldine.owen@cambsmh.nhs.uk

Contact Geraldine Owen

Clinical psychologists work throughout the mental health services, including in-patient wards, Community Mental Health Teams, and specialist services such as Rehabilitation, Forensic Services, Eating Disorders, Early Intervention Services and Personality Disorder Services. They provide specialist assessment and psychological treatment for a range of difficulties.

Social Care Admin

Telephone: 01223 218695

Social Care is integrated into Health and Social Care within the Mental Health Services in Cambridgeshire and

Peterborough. Vaness Gibney is the Social Care Professional Lead for Cambridgeshire East, Cambridgeshire South and Cambridge City. Social Care Practitioners are currently integrated into the Community Mental Health Teams and various other teams eg: Assertive Outreach, Crisis Response and Home Treatment, Early Intervention (CAMEO) and Forensic Services. If you think that you may need a service please speak to your GP who will be able to make a referral on your behalf. Alternatively you can contact the Social Care Office with your general enquiries. Vaness Gibney can be contacted through the above number.

Mental Health Chaplaincy Service

Promoting spiritual health, recovery and wellbeing

Chaplaincy Office

The Resource Centre

Fulbourn Hospital

Cambridge CB21 5EF

Telephone: 01223 218598

Mobile: 07771 787249

Email:

John.Nicholson@cambsmh.nhs.uk

The aims of the mental health chaplaincy in Cambridgeshire are:

- To promote spiritual healthcare, recovery, good mental health, and high quality pastoral care.
- To help ensure that the religious and cultural needs of service users are met. You don't have to have a religion or a personal belief in God to ask a chaplain to see you (either in hospital or in the community), or to meet any group that you're part of. And the chaplaincy is here for staff too.
- The Chapel prayer space at Fulbourn (Resource Centre) is open on weekdays 10.00am–4.00pm, and there is an informal, open service of Holy Communion each Sunday at 11.00am followed by coffee.

The Leisure Centre at Fulbourn

The Leisure Centre is not staffed but the space is currently being used by the Occupational Therapists and Physiotherapy staff to run activities off the wards. Ward staff can use it to take patients to play snooker, table tennis etc.

The Arts Psychotherapies Service

Therapy Resource Centre
Box 322, Fulbourn Hospital
Cambridge CB21 5EF

Telephone: 01223 218568

Email:

david.john@cambsmh.nhs.uk

Contact *David John*

Music, Dance Movement and Art Psychotherapy are available to people in the hospital and in the community at various day centres, group and individual sessions. A referral for therapy can be made through any mental health professional.

The Physiotherapy Department

Fulbourn Hospital

Cambridge CB21 5EF

Telephone: 01223 218558

Email:

patricia.caddy@cambsmh.nhs.uk

The Physiotherapy Department and Gym at Fulbourn and Addenbrookes Hospital offer a service mainly for inpatients and day patients. They do accept referrals for outpatients for individual physiotherapy if your mental health problem would make it difficult for you to attend other hospital outpatient departments for treatment. Referrals are accepted for use of the gym on the understanding that attendance will be for a limited number of sessions (four to eight), with a view to moving on to the activities offered by the Cambridge City and South Rural Sports Development Teams, with whom they have strong links. You can be referred by your Psychiatrist or Care Co-ordinator. Before using the gym you will need to complete a simple health questionnaire.

Access to Medical Records

Medical Records Officer

Fulbourn Hospital

Cambridge CB21 5EF

Telephone: 01223 218575

Fax: 01223 218522

Email:

rosilyn.nightingale@cambsmh.nhs.uk

If you want to see your records contact the Medical Records Officer.

You have a right to see your medical records written after 1st November 1991. Occasionally this right can be denied if your consultant thinks it will be harmful to you to see them, but this is quite rare. When you return the form, it will be sent to your Responsible Medical Officer (RMO), who usually suggests that you see your records with a nurse or a doctor so that they can help answer any questions you have. If you want to see your records before November 1st 1991 you may be allowed to, but it is entirely up to your doctor and you will have to pay a fee (£10 + 10p per copy + postage).

Outpatients

Psychiatric Out Patients

S3, Addenbrookes Hospital
Hills Road, Cambridge CB2 2QQ
Telephone: 01223 217944

*Contact Reception 9.00am-5.00pm
Mondays to Fridays*

The Psychiatry Out-patients is a community-oriented facility providing referral to psychiatrists for assessment, a treatment and support service for those patients who do not require admission to hospital, a follow-up service for patients on discharge from hospital and a wide range of speciality services for patients with specific problems. Contact is made by referral through a GP.

The department consists of:

- General Psychiatry Clinics
- Affective Disorder Clinic
- PsychoGeriatric Clinic
- Forensic Psychiatry Clinics
- Liaison Psychiatric Clinics
- ADHD Clinics

and the following services:

Liaison Psychiatry Service

S3 – Box 175
Addenbrooke's Hospital
Hills Road, Cambridge CB2 2QQ
Telephone: 01223 216167/217944
Fax: 01223 274363

Email:
sue.stearn@cambsmh.nhs.uk

The Liaison Psychiatry Team provides psychiatric services to the medical and surgical patients on the Addenbrooke's site. They also assess patients presenting to the Accident and Emergency Department. The Team is staffed by a Consultant, Medical Staff, a Liaison Nurse Therapist and a Liaison Coordinator. There is also a Social Worker associated with the Team who provides assessment and counselling for patients presenting following self harm.

Forensic Psychiatry Service Psychiatric Out-patient Dept.

Box 175
S3 Addenbrooke's Hospital
Hills Road, Cambridge CB2 2QQ
Telephone: 01223 217943
Fax: 01223 217941

The Forensic Psychiatric Service for Cambridge and Huntingdon provides treatment for mentally disordered offenders and patients who require specialist forensic care in community and inpatient settings. The service also provides specialist evaluation and management advice concerning individuals referred for assessment by psychiatric and social services, and criminal justice agencies.

Primary Care Psychological Treatment Service

Box 190, Addenbrooke's Hospital
Hills Road, Cambridge CB2 2QQ
Telephone: 01223 596305

Email:
rose.hammond@cambsmh.nhs.uk

The Primary Care Psychological Treatment Service offers cognitive behaviour therapy for mild to moderate problems with depression and anxiety. The therapy is based around the use of self-help manuals for these disorders, and offers a maximum of six sessions of treatment. Patients are seen in their own GP surgery or one close to it. You need to be referred by

your GP or a mental health professional. For further information, please contact the Department between 9.00am and 5.00pm.

Complex Cases Service

Springbank

Fulbourn Hospital

Fulbourn CB21 5EF

Telephone: 01223 219130

Fax: 01223 219146

Email:

brian.hynds@cambsmh.nhs.uk

This service offers intensive psychological assessment, treatment and consultation to patients suffering primarily with personality disorders. It is staffed by a consultant psychotherapist, a principle adult psychotherapist, and group and individual therapists along with an occupational therapist, a psychologist, a social worker and a music therapist. Patients seen in this service are usually referred by their consultant psychiatrist.

The Psychological Treatment Services

Box 190, Addenbrooke's Hospital
Hills Road, Cambridge CB2 2QQ

Telephone: 01223 217939

Fax: 01223 274368

Email:

angela.lilley@cambsmh.nhs.uk

The Psychological Treatment Service provides cognitive behaviour therapy and psychodynamic counselling to adults of working age who have disorders of considerable severity but who do not necessarily need the input of a psychiatrist or Community Mental Health Team. Depression, anxiety, obsessional-compulsive disorders, atypical grief reactions, and interpersonal problems are typical of the kinds of problems seen here. The Department is staffed by psychologists, psychotherapists and nurse therapists. You need to be referred by your local GP or a mental health professional. For further information, please contact the Department 9.00am–5.00pm.

Cambridgeshire Nutrition and Dietetic Service

See page 45 in the Help in the Community chapter for full details.

Medication

Medication can be a vital part of treatment for many people with mental health problems. If taken regularly medication can work well, often in conjunction with other therapies, to help people live the kinds of lives that they want to lead. Unfortunately many medicines taken for mental health problems have side effects that can affect people's lives and so it is important that people are fully informed and educated about their medication so that they can manage their own medicines and find the ones that are best for them.

If you do experience any side effects or do not want to take the medication as prescribed it is important that you discuss this with a professional, as there may be alternatives or ways of reducing the impact of the side effects.

Medicines Information

For more information about medication, first ask the person who prescribed it or another healthcare professional eg a pharmacist. You can also contact the Specialist Mental Health Pharmacy Service at Fulbourn Hospital. The Pharmacy Department at Fulbourn Hospital provides services for inpatients at Fulbourn and Addenbrooke's Hospital as well as many service users and carers in the community. They also coordinate the supply of Clozapine in Cambridge and the surrounding areas. They provide independent information about medication, both on an individual basis, and as group discussions or teaching sessions. This is offered to both users and carers as a confidential service.

They can be contacted on 01223 218518 (9.00am–5.00pm Monday to Friday) – please ask to speak to one of the pharmacists.

Information on medication can also be accessed on the Mental Health Trust's

website: www.cambsmh.nhs.uk (click on patient information then medicines information leaflets).

Pharmacists

Specialist Mental Health Pharmacists work within the hospital and community advising health professionals, service users and carers about all aspects of the use of medication for mental health problems. They can provide independent advice about the choice of medication, side effects and practical issues in addition to dispensing medication. Pharmacists undergo a four year degree course in Pharmacy and a year of work experience before they register and work as experts in the general field of medicines. To be recognised as a specialist in a certain area eg mental health they will do further training and obtain experience in that area.

Prescription Charges

There is normally a charge for prescriptions for medication, however there are many exemptions from these

charges. Free prescriptions are available to people:

- Under 16
- Age 16, 17 or 18 and in full time education
- Aged 60 or over
- Receiving Income Support
- Receiving Income Based Job Seekers Allowance
- Who are pregnant or have had a baby in the last 12 months
- Who have certain medical conditions (doesn't include mental illness)
- Who have a continuing physical disability.

The last three of the conditions above also require a valid exemption certificate. You do not have to pay for medication if you are an inpatient in an NHS hospital. A low income scheme is in operation for people who are outside these categories but still need help with the cost of prescriptions. Form HC11, available from

chemists and surgeries, details this and the exemptions in more detail; the list does not cover every exemption available. Prepayment certificates may be worth obtaining if your income or savings are too high for free prescriptions and you will need regular prescriptions (over 14 items in one year). You can get further details from your GP surgery or pharmacist.

Cambs Coping with Coming Off

Email: info@cambscwco.org

Website: www.cambscwco.org

Increasing awareness, providing support, promoting choice about psychiatric drugs. CambsCWCO is a collaborative, user-led project and welcomes everyone with an interest in this issue: those who take or have taken these drugs; people close to them; prescribers and other workers. The group holds monthly evening meetings on the first Wednesday of each month from 7.30pm at the Friends Meeting House, Jesus Lane, Cambridge CB5 8BA.

There is an affiliated research group aiming to develop an action research project to improve awareness, knowledge and practice about psychiatric medication. CambsCWCO can also provide training.

Websites

Norfolk NHS Pharmacy

www.nmhct.nhs.uk/pharmacy

Excellent UK site for detailed information about medication, and side effects.

Cambridge and Peterborough

NHS Foundation Trust

www.cambsmh.nhs.uk

The Trust runs the NHS hospital services in this area. Look in the A-Z for details of specific services.

MIND: Hospital

www.mind.org.uk

Mind has information about coping with admission to a mental hospital and your rights while you are there. Search for 'hospital' on the site.

Rethink: Hospital

www.rethink.org

The Rethink site has a number of pages about hospital, including one about what to expect on a hospital admission. Search the site for 'hospital'.

9 Help in the Community

NHS Community Mental Health Services

The four Community Mental Health Teams in Cambridge are being re-organised around 'care pathways'. A care pathway is an outline of anticipated care, placed in an appropriate timeframe, to help a patient with a specific condition or set of symptoms move progressively through a clinical experience to positive outcomes.

During 2008 the Cambridge South area is going to be divided into two sectors and each sector will have a functional team delivering one of three care pathways:

- **Primary Care Pathway** – for people with mild mental health problems, whose needs could be met through psychological interventions delivered locally.
- **Intake and Treatment Team** – will be the main treatment pathway for people entering secondary mental health care.

- **Rehab and Recovery Pathway** – for people with significant mental health problems, who require a high degree of social and clinical support.

Which team you are referred to will depend on your mental health needs and the area in which you live. The teams are multidisciplinary and are made up of a range of staff including community psychiatric nurses, occupational therapists, psychologists, psychiatrists, social workers, support time and recovery workers and community support workers. If you have on-going mental health needs and you are on the Care Programme Approach (see page 6) you will be given a care coordinator who will be part of one of these teams. You will have a treatment plan which will reflect the care pathway. If you need to see your care coordinator, you should have a contact number for them, otherwise you can contact the teams during the normal office hours.

The current Community Mental Health Team structure (which will change) is as follows:

Community Mental Health Teams

- North City Community Mental Health Team**
- South City Community Mental Health Team**

Both teams are at:

Auckland Road Health Clinic
Auckland Road
Cambridge CB5 8DW
Telephone: 01223 533300
Email:

auckland.road@cambsmh.nhs.uk
Office is open 9.00am–5.00pm
Mondays to Thursdays and 9.00am–4.30pm Fridays. Clients should phone rather than call in person unless they have an appointment. The teams consist of CPNs, social workers, occupational therapists, support workers and psychologists. The teams offer a wide

range of services and interventions to service users with mental health needs. They work very closely with the sector psychiatrists, the inpatient wards and local GP surgeries. Assessments, regular home visits, medication management, financial and housing advice, psychological treatments and group work are available within the team. The teams have a strong commitment to collaborative working and promote a recovery philosophy.

North Rural Community Mental Health Team

The Croylands Centre
30 Cambridge Road, Ely CB7 4HL
Telephone: 01353 616044
Fax: 01353 616055

Hours 9.00am–5.00pm Monday to Thursday, 9.00am–4.30pm on Friday.

South Rural Community Mental Health Team

Chaston House, Mill Court
Hinton Way, Great Shelford
Cambridge CB22 5LD
Telephone:
01223 726381 or 726382

Email:

julie.mckeown@cambsmh.nhs.uk
Phone 9.00am–5.00pm Monday to Thursday, or 9.00am–4.30pm Friday.
Out of hours the Emergency Duty Team can be contacted.

Assertive Outreach

Assertive Outreach Team Block 7, Ida Darwin Site Fulbourn

Cambridge CB21 5EE
Telephone: 01223 884390

Cambridge Assertive Outreach Team is a team of workers who provide a flexible and regular service to a small group of service users. They generally work with people who are living in their own homes and can provide some practical support. Service users need to be referred by their existing mental health professional. The team covers the South Cambs, East Cambs and Cambridge City area and works five days a week 9.00am–5.00pm with weekend cover depending on the needs of the service users.

CAMEO South (covering Cambridge, Huntingdon and Ely) Block 7, Ida Darwin Site Fulbourn

Cambridge CB21 5EE
Telephone: 01223 884360

Fax: 01223 884362

Email:

cameosouth@cambsmh.nhs.uk

Web: www.cameo.nhs.uk

CAMEO is a clinical service for Cambridgeshire, assessing, managing and enhancing outcomes for people with early symptoms of psychosis (not previously treated with antipsychotic medication for more than six months). They work with people aged 17–35 years of age for two years and take referrals from all sources including self referral. They have a positive assertive recovery approach.

Cambridgeshire Nutrition and Dietetic Service

Ida Darwin, Fulbourn
Cambridge CB21 5EE
Telephone: 01223 884227
Fax: 01223 884292

Therapeutic dietary advice and nutritional support are offered for inpatients and for others in community settings in Cambridge. Adults and older people can be referred to the dietician for advice on an individual or group basis. Special attention is given to developing ways in which service users can avoid weight gain secondary to the effects of their prescribed medication. Referrals are received from psychiatrists and CPNs for the Dietetic Clinic held at S3 Outpatients at Addenbrooke's every Wednesday afternoon.

A Specialist Dietician is employed with the Cambridgeshire-wide adult eating disorder service. Dietetic eating disorders advice is provided to both inpatients at Addenbrooke's and outpatients throughout the county. Support is given to primary care staff working with eating disorder clients. All referrals received through the Adult Eating Disorders Team

Pathways Centre

128-130 Tenison Road
Cambridge CB1 2DP
Telephone: 01223 516911

Email:

lesley.nairn@cambsmh.nhs.uk

Contact Team Leader Lesley Nairn

The Pathways Centre is part of the Cambridge and Peterborough NHS Foundation Trust Adult Day Services (Cambridge). Using a strengths-based recovery approach, they work with service users to help them identify and work towards specific aspirations and goals. These goals can range from increasing socialisation, accessing leisure pursuits, vocational or educational interests through to employment, managing finances, activities of daily living and managing one's mental well being. Referrals can be made by staff employed by the Mental Health Trust. The Centre is open to service users 9.00am–3.00pm Monday to Friday, staff are available 9.00am–5.00pm Monday to Friday.

Croylands Resource Centre

30 Cambridge Road
Ely CB7 4HL
Telephone: 01353 616044

Fax: 01353 616055

Open 9.00am–5.00pm Monday to Friday. Croylands is managed by Cambridgeshire and Peterborough NHS Foundation Trust. It provides support for adults with long-term mental health problems in the north rural sector. Activities include: art, therapeutic support groups and practical help (such as careers advice, training, life-skills). Referrals are via the community mental health teams and GPs only. The site also provides the base for the North Rural Community Mental Health Team. Out-patients clinics are also held at the centre by consultant psychiatrists, psychologists and the drug and alcohol services.

Contacting Social Services

Cambridgeshire Direct

Cambridgeshire's contact centre, Cambridgeshire Direct, should be the first point of contact in most cases. Open 8.00am-8.00pm Monday to Saturday. Please note these are the only numbers now available for children's and adult's teams. *For emergency support outside of these hours call the Emergency Duty Team on 01733 234724 see p 33*

Cambridgeshire Direct (Children's Team)

PO Box 144, St Ives PE27 9AU

Telephone: 0845 0455203 (for the public)

Telephone: 0845 0450180 (for professionals)

Fax: 01480 376748

Email: referralcentre.children@cambridgeshire.gov.uk

Cambridgeshire Direct takes referrals for the Children and Families teams

in Huntingdon, Cambridge City and South, and East Cambs and Fenland. These teams all encompass the Children's Disability teams (now called Additional Needs teams).

Cambridgeshire Direct (Adult's Team)

All contact details are the same as for the Children's team (see above) except:

Telephone: 0845 0455202

(for the public)

Telephone: 0845 6500289

(for professionals)

Fax: 01480 498066

Cambridgeshire Direct takes referrals for the Adult Physical Disability teams, Older People's teams, Cambridgeshire Learning Disability Partnership teams, and Occupational Therapy.

Voluntary Agencies Offering Support

Befriending Scheme – Cam-mind

100 Chesterton Road

Cambridge CB4 1ER

Telephone: 01223 311320

Fax: 01223 356947

Email: admin@cam-mind.org.uk

Website: www.cam-mind.org.uk

Contact the Befriending Scheme Co-ordinator

The scheme provides one-to-one befriending. The aim is to help people return to a normal social life through supportive companionship. Call the Cam-mind office to make contact with the scheme. Initial self-referral is possible but a professional is required to complete a section of the referral form. Cam-mind also offers various groups (see page 58).

**Ely Diocesan Committee for
Family and Social Welfare
Counselling and Family Support
Workers**

Diocesan Office
Bishop Woodford House
Barton Road, Ely CB7 4DX
Telephone /Fax: 01353 652719
Email: cfsw@ely.anglian.org

The team of two counsellors and one family support worker offer free, confidential social work expertise and counselling support over the long-term and short-term. The Team values the flexibility of being an independent agency and registered charity and is able to respond to many different needs. Anyone in the Ely Diocese can telephone or write to request a referral form. These are considered once a month, and so crisis intervention cannot be offered.

**Cambridge Mental Health
Resource Centre**

47-51 Norfolk Street
Cambridge CB1 2LD
Telephone: 01223 359561
Fax: 01223 462699
Email:

contact@camresource.org.uk
Website: www.camresource.org.uk

They work with individuals recovering from mental health problems to identify the changes they want to make in their lives and offer practical support to help make these happen. They support individuals to access resources and opportunities beyond mental health services. They work with a wide range of organisations, for example, education, work, the arts and leisure, to develop and promote more socially inclusive opportunities. They run a friendly Internet café and information resource. The café serves affordable freshly prepared food. All welcome. Free internet access and meeting rooms available to book.

Lifecraft Social Club and Groups

The Lifecraft Social Club is open for members Monday to Thursday 4.00pm–7.00pm and Friday 3.00pm–7.00pm (including Bank Holidays) in Cambridge. There is free tea and coffee, music and lively conversation, with a low-cost meal on Fridays. There is also an IT suite with free internet access open during social club hours. Lifecraft also runs a number of weekly activity groups for members, including a substantial arts programme (see page 87). If you are interested in becoming a member of Lifecraft, contact the office (01223 566957) during opening hours (12 noon–5.00pm Monday to Friday). Everybody who has mental health needs is very welcome. For fuller details of Lifecraft services please see page 58.

Newmarket Resource Centre The Stables

65 High Street, Newmarket
Suffolk CB8 8NA
Telephone: 01638 660664
Telephone: 01787 881307
(Main Office)

Email: janet.preston@richmondfellowship.org.uk

Offers a varied programme of group activities to help people improve self-esteem and confidence; develop social, leisure and employment related skills; develop a positive view of life. Access to this service is via Newmarket Community Mental Health Team.

Turning Point Independent Living Service

Turning Point, Ambury House
89 High St, Huntingdon PE29 3DP
Telephone: 01480 356971

Email: ILM@turning-point.co.uk
Turning Point Independent Living Service offers individual support to people who have mental ill health. The project covers the whole of Cambridgeshire. They specialise in

one-to-one community-based support offering practical and emotional support to clients who suffer from severe mental illness. Referrals can be made by any secondary mental health professional.

Websites

Cambridgeshire and Peterborough NHS Foundation Trust

www.cambsmh.nhs.uk

The Trust is responsible for many of the community mental health services. For more details, look in the A-Z section or search on 'CMHT'. Look in the A-Z for details of specific services.

Mind: Community care

www.mind.org.uk

Mind has information about community mental health service including how to access local services. They also have views about the controversial Community Treatment Order. Search under 'Community Care' or 'CPA'.

Rethink: Community

www.rethink.org

The Rethink site has a number of pages referring to mental health in the community. Search for 'community' on the site.

10 Counselling and Psychotherapy

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Counselling is provided by professionally qualified practitioners. It is a non-judgmental, confidential relationship, valuing each person as a unique individual. Counsellors do not give advice; they assist their clients to find the answers which are right for them. Counselling and psychotherapy can provide an opportunity to explore emotional problems, together with a chance to look at how difficulties from the past continue to impact on the present; it can also be the means for personal growth and development. Your doctor may have a counsellor attached to the GP practice; if so, you may be offered six or more free one-to-one counselling sessions on the NHS. For details of services available free on the NHS, see the Psychological Treatment Services on pages 40 and 41.

The following organisations provide one-to-one counselling, sometimes free or on a sliding scale of charges.

Lifecraft Counselling Service

Lifecraft
The Bath House, Gwydir Street
Cambridge CB1 2LW
Telephone: 01223 566957
Fax: 01223 505932

Email: counselling@lifecraft.org.uk
Lifecraft offers free one-to-one counselling to its members on week-days (short-term and long-term counselling). Lifecraft membership is free and open to users and ex-users of mental health services. Members should contact the Counselling Co-ordinator.

Anglia Ruskin University Counselling Service

**Helmore 341, East Road
Cambridge CB1 1PT**
Telephone:
0845 1962598 or 0845 1962298
Website: www.anglia.ac.uk/counselling

One-to-one counselling is available free to students of ARU.

Opening Hours: Monday to Thursday 9.00am–5.00pm, Friday 9.00am–4.30pm. Last appointment one hour before closing.

Relate Cambridge

**3 Brooklands Avenue
Cambridge CB2 8BB**
Telephone: 01223 357424
Fax: 01223 365851

Email: admin@relatecambridge.org.uk
Website: www.relatecambridge.org.uk/
Relate offers confidential support and counselling to individuals, couples or families who are experiencing relationship difficulties. It also provides a sex therapy service and family counselling. Appointments are available Mondays to Fridays 9.00am–9.00pm and on Saturdays 9.30am–1.00pm. To make an appointment, telephone Monday to Friday during office hours (confidential answer phone at all other times). All clients are asked to make a contribution if possible, but nobody is turned away. Counselling is also available at limited times in Cambourne, Huntingdon, Eaton Socon, Ely, Milton and St Ives. Relate also offers pre-commitment courses and training courses and seminars for organisations.

Centre 33

Centre 33 provides counselling for young people of 25 and under (see page 99).

The Cogwheel Trust

1 Portugal Place
Cambridge CB5 8AF
Telephone / Fax: 01223 464385
Email: cwt@btconnect.com
Website: www.cogwheel.org.uk

Contact the office Monday to Friday 9.00am–4.00pm (or leave a message on the 24-hour answer machine). The Cogwheel Trust is a charity that provides a wide-ranging professional counselling and psychotherapy service to the community. The trained staff work with individuals, couples, families and children and cover many personal, emotional and relationship issues. They welcome clients who refer themselves as well as referrals from other agencies and they operate a sliding scale of charges. There is an equal opportunities policy regarding the number of sponsored sessions individuals can receive.

Lawrence Way Community House

37 Lawrence Way
King Hedges
Cambridge CB4 2PR
Telephone: 01223 425419

Free time-limited counselling is available to people living in King's Hedges, Arbury or East Chesterton. If you live elsewhere and are registered with the Arbury Road or Red House practices you can also use this counselling service. Ring to refer yourself and be prepared to leave a message on the answer phone.

Parkside Counselling and Psychotherapy Group

PO Box 550
Cambridge CB1 0DU
Telephone: 01223 242029

One-to-one counselling on a sliding scale of charges for people with anxiety, depression, or problems related to work, education, family or relationships.

University of Cambridge Counselling Service

2-3 Bene't Place, Lensfield Road
Cambridge CB2 1EL
Telephone: 01223 332865
Fax: 01223 760990

Email: reception@counselling.cam.ac.uk
Website: www.counselling.cam.ac.uk
One-to-one counselling or group work is available free to students and staff of the University. Ring or call in for an appointment 9.00am–5.30pm on weekdays.

The Group Therapy Centre

St Columba Foundation
3 Downing Place
Cambridge CB2 3EL
Telephone: 01223 357221
Fax: 01223 357221

Email: info@grouptherapycentres.org.uk
Website: www.grouptherapycentres.org
Office opening: 9.00am–5.00pm Monday to Thursday (24-hour answering machine). Group Psychotherapy offers a unique chance to understand

how others see us and how we get on with other people. It can help you to untie your emotional knots and to gain a new perspective. Group members learn that they're not alone in the world and there are others who have had similar experiences and feelings. The group can be a powerful source of strength and support, especially in times of difficulty or crisis. Over a period of time feedback from the therapist and other group members can help people to become aware of and change unhelpful patterns of thought and behaviour.

Private Counsellors and Psychotherapists

There are many private psychotherapists and counsellors in the Cambridge area. Look up 'Psychotherapy and Analysis' and 'Counselling and Advice' in the Yellow Pages. The British Association for Counselling and Psychotherapy (BACP) will send details of counsellors (and their qualifications) living in the Cambridge area or you

can get details from their website (see below). You can also get details of local psychotherapists from the United Kingdom Council for Psychotherapy (UKCP). Remember that people can set themselves up as counsellors or psychotherapists with no training. A personal recommendation is probably best but ask people to explain their approach to you, as there are many different kinds of counselling and what suits one person will not suit everyone. It is very important that you feel you can trust the person you choose as your counsellor or therapist.

British Association for Counselling and Psychotherapy (BACP)

BACP House
15 St Johns Business Park
Lutterworth LE17 4HB
Telephone: 01455 883300
Fax: 01455 550243
Email: bacp@bacp.co.uk
Website: www.bacp.co.uk
Send a stamped addressed envelope.
This is the national umbrella organisa-

tion for all the psychotherapies, and annually publishes a National Register of Psychotherapists who have been trained by a member organisation and abide by a BACP-approved ethical framework.

United Kingdom Council for Psychotherapy (UKCP)

2nd Floor, Edward House,
2 Wakley Street,
London EC1V 7LT
Telephone: 020 7014 9955

Email: info@psychotherapy.org.uk
Website: www.psychotherapy.org.uk
UKCP regards the regulation of psychotherapists and the public accountability of their practice as of paramount importance. This is in order to safeguard the interests of patients and clients and the reputation of registered practitioners. The present register is voluntary, in other words it is not required by any Act of Parliament. UKCP actively develops contacts with governing departments in order to achieve statutory registration in the future.

Listed below is information on some counselling and psychotherapy practices in the Cambridge area:

Cambridge Body Psychotherapy Centre

Telephone: 01223 416166

Email: gillwestland@cbpc.org.uk

Website: www.cbpc.org.uk

This is a group of psychotherapists offering individual and group body psychotherapy, which looks at issues through the communications of the body. Fees are £35.00-£45.00 per hour.

Cambridge Group Analytic Psychotherapy Practice

27a Pierce Lane, Fulbourn

Cambridge CB1 5DJ

Telephone/Fax: 01223 880287

Email:

sue.greenland@btopenworld.com

Website:

www.cambridgegroupwork.org.uk

Contact Sue Greenland

Cambridge Group Analytic Psycho-

therapy offers individual, couple and group psychotherapy. It is associated with Cambridge Group Work, which also provides training in group work, supervision and organisational consultancy.

Cambridge Psychotherapy Practice

26 Newnham Road

Cambridge CB3 9EY

Telephone: 01223 369894

Email: enquiries@cambridgepsychotherapy.co.uk

Website:

www.cambridgepsychotherapy.co.uk

There are six UKCP-registered analytic psychotherapists in the practice, who can offer individual, couple and group therapy.

Cambridge Society for Psychotherapy

Po Box 620, Cambridge CB1 0GX

Telephone: 01223 510229

Email: info@cambridgepsychotherapy.org.uk

Website: www.cambridgepsychotherapy.org.uk

The society is able to offer individual therapy to both adults and children, as well as therapy to couples and families. The society adheres to a UKCP-endorsed code of ethics.

Cambridgeshire Consultancy in Counselling

Cambridge Branch

Telephone: 01223 233047

Website:

www.cambridgeshirecounselling.org.uk

Cambridgeshire Consultancy in Counselling is a registered charity with 30 years' experience of providing one-to-one counselling. Counsellors are professionally trained, supervised and adhere to BACP Code of Ethics. The fee is negotiable, depending on income.

Cambridge Group Work

27a Pierce Lane, Fulbourn

Cambridge CB1 5DJ

Telephone/Fax: 01223 880287

Email:

sue.greenland@btopenworld.com

Website:

www.cambridgegroupwork.org.uk

Contact: Sue Greenland

Cambridge Group Work provides therapy for those who want to understand themselves and their relationships through being a member of an analytic group. It also provides introductory and advanced training in group work, supervision and organisational consultancy. Fees are negotiable.

Specialist Counselling and Therapy

Choices Counselling

91 Cherry Hinton Road

Cambridge CB1 7BS

Telephone: 01223 416616 (office)

Telephone: 01223 471574 (helpline)

Website: www.choicescounselling.co.uk

Choices offers a confidential counselling service for men and women aged 16 and above whose lives are affected by child sexual abuse or more recent rape or sexual assault. Services available include one-to-one counselling and facilitated self-help single-sex support groups for survivors. They also offer training and education on

the effects of child sexual abuse. There is a specialist library and information service with books available on loan, please call the office for details of this. Self-referral and professional referral are possible. The telephone helpline is open on Tuesdays 1.30pm–3.30pm and Thursdays 6.00pm–8.00pm. The Choices' office has a 24-hour answer phone.

Cambridge Associates in Child Abuse and Therapy

Telephone: 01223 210378 (Clare Kavanagh)

Telephone: 01223 513480 (Jean Goodrick)

Email:

clare_kavanagh@hotmail.com

Email:

jeangoodrick@hotmail.co.uk

Offering training, consultancy, supervision and psychotherapy. Experienced trainers in the voluntary, statutory and private sectors. Trainings undertaken have included: child sexual abuse, working with team dynamic issues for organisations working with child

abuse and trauma, eating disorders, self injury, working with non-abusing parents.

Ex-Services Mental Welfare Society (Combat Stress)

Tyrwhitt House, Oaklawn Road

Leatherhead KT22 0BX

Telephone: 01372 841600

Fax: 01372 841601

Email:

contactus@combatstress.org.uk

Website: www.combatstress.org.uk

The society is the only organisation helping ex-service personnel from the Army, Royal Air Force, Royal Navy and the Merchant Navy suffering from psychological problems due to their service career. With a network of 13 welfare officers who visit clients at home, they can offer help with war pensions and appeals. The society runs three treatment centres in Leatherhead, Surrey, Newport Shropshire, and Ayr in Scotland. These treatment centres provide a range of therapies and respite care to war pensioners qualifying.

Psychosexual Counselling

Relate Cambridge

They provide a confidential psychosexual therapy service for couples with sexual difficulties. *Contact details are on page 50 at the beginning of this chapter.*

Bereavement

Cambridge CRUSE Bereavement Care

St Luke's Church Centre
Victoria Road, Cambridge CB4 3DZ
Telephone: 01223 302670 (office)
CRUSE Helpline: 01223 302662
Open Monday to Friday
9.30am–5.00pm though you may get an answer phone.
Administration: 01223 302670
Open 9.00am–5.00pm (Tues, Wed and Thurs)
Email: cambridge@cruse.org.uk
Website:
www.crusebereavementcare.org.uk
CRUSE provides help for anyone who

has been bereaved by death. They offer a telephone helpline, individual and group support. Groups include an open support group in central Cambridge which is held each Wednesday morning. There is also a group specifically for those bereaved by suicide. There is a general support group held in Ely twice a month. CRUSE also runs a service for children and young people aged between 4 and 18. All CRUSE Bereavement Volunteers have undergone specialist training and have completed satisfactory Criminal Records Bureau Checks. Areas covered include the City of Cambridge, South Cambs, East Cambs, Fenland, Newmarket, Uttlesford and Haverhill. No charge is made for services, though donations are welcome.

Advice, support and counselling for Gay Men, Lesbians and Bisexual People

Encompass Network

c/o Diverse
Office B, Dales Brewery
Gwydir Street, Cambridge CB1 2LJ
Telephone: 01223 508805
Fax: 01223 508 808
Email: Adelina@diverse.org.uk

The project officer works on a Monday, but it is best to contact by email.

Encompass Network focuses on lesbian, gay, bisexual, transsexual and intersex groups' rights and support. They have a bi-monthly e-newsletter called 'The HUB' and they organise quarterly events for the LGBT community. They coordinate LGBT History Month and Pink Picnic. If you need to find an LGBTI group, email them and they will try and help you join a group suitable for you.

SexYouality – 2BYouth

Office B, Dales Brewery
Gwydir Street, Cambridge CB1 2LJ
Telephone: 01223 369508
Email: info@2byouth.co.uk
Website: www.2byouth.co.uk/

Support and friendship is offered for young LGB people in Cambridgeshire discovering their sexuality. They run a number of different services for young people including a weekly drop-in group for 16-24 year olds.

Drugs and Alcohol

Addaction

Mill House
Brookfields Hospital Site
351 Mill Road, Cambridge CB1 3DF
This will change, as they intend to move into new premises in the future. If details have changed, contact head office: 020 7251 5860 for new details.

Telephone: 01223 723020
Email:
a.whitton@addaction.org.uk
Website: www.addaction.org.uk

Opening hours for enquiries: initially 10.00am–4.00pm Monday–Friday. This will be extended to cover two evenings a week and Saturdays in the future.

The service will offer a range of support services for adults with substance misuse issues. These services will include advice and information, needle exchange, open access services (including complementary therapies), prescribing services, group work, counselling support and one-to-one dedicated key work support. Wrap-around services incorporating housing, life-skills, education and training will also be provided through close partnership work. Addaction offers services across Cambridgeshire. The Cambridge-based service will provide coverage to sites in East Cambridgeshire (including Ely), Cambridge City and South Cambridgeshire. Referrals can be generated by individuals or other agencies.

Drinksense

Dashwood House
185 East Road, Cambridge CB1 1BG
Telephone: 01223 350599
Fax: 01223 363876
Email: cambridge@drinksense.org
Website: www.drinksense.org/

Drinksense is a countywide non-statutory alcohol advisory agency. The Cambridge site provides services for Cambridge City and South Cambs. It offers information, support and counselling by appointment to people with alcohol-related issues, their families and others who feel they are affected by another's drinking. Call Monday to Friday 9.00am–5.00pm (24-hour answer phone).

Drinksense works in partnership with Probation and provides community outreach, risk-taking behaviour support and information for young people. Client referral may come from self, GP or other agencies. The Drinksense Homelessness and Street Drinking Outreach Service aims to help those with alcohol problems who lead a street-based lifestyle.

Cambridge Community Alcohol Team (CCAT)

152-154 Mill Road
Cambridge CB1 3LP

Telephone: 01223 214614

Email: mike.bell@cambsmh.nhs.uk

Website: www.cambsmh.nhs.uk

Opening hours for enquiries 9.00am–5.00pm Monday–Thursday, 9.00am–4.00pm Fridays. CCAT provides treatment for people with alcohol dependency problems using a comprehensive range of techniques, which are matched to individual need. Appointments are available at a range of venues around Cambridge City, South and East Cambs. People in need of help can contact them direct by telephone or they can take referrals from other professionals eg GPs. Contact is by appointment only.

HIV and Sexual Health

DHIVERSE

Head Office

DHIVERSE (Developing HIV Education, Resources and Support)

Office B, Dales Brewery
Gwydir Street, Cambridge CB1 2LJ

Telephone: 01223 508805

Fax: 01223 508808

Email: info@dhiverse.org.uk

Website: www.dhiverse.org.uk

DHIVERSE is a Cambridgeshire HIV and sexual health charity. The organisation provides both health promotion and prevention, and also support for people living with or affected by HIV. Services include peer support groups, hardship funds, counselling, advocacy and information, access to complementary therapies and training. The office is normally staffed from 10.00am–4.00pm Monday to Friday. Everyone is encouraged to contact DHIVERSE whether for support, information or to get involved in other ways such as volunteering or fundraising.

Websites

MIND: Talking treatments

www.mind.org.uk

The site has a number of resources about counselling, psychotherapy, cognitive therapy and other 'talking treatments'. Use the search facility to find what you are interested in.

Royal College of Psychiatrists: Talking therapies

www.rcpsych.ac.uk

This site has several leaflets and articles about 'talking therapies'. Search on 'talking therapies' or the specific therapy you want to look up.

Help Locally

Lifecraft

The Bath House, Gwydir Street
Cambridge CB1 2LW

Telephone: 01223 566957

Fax: 01223 505932

Email: info@lifecraft.org.uk

Website: www.lifecraft.org.uk

Lifecraft, a local self-help organisation led by users and ex-users of mental health services, provides the following services:

For all:

- Lifeline, Cambridgeshire Mental Health Helpline, FREEPHONE 0808 808 2121 open nightly 7.00pm–11.00pm, 365 days of the year (see page 34)
- Mental Health Information Service. Phone or come in Monday to Friday 1.00pm–4.00pm (see page 22)

For members (membership is free):

- Social club 4.00pm–7.00pm
Monday to Thursday,
3.00pm–7.00pm Friday

- Weekly activity groups (see pages 48, 87): women's, men's, poetry, music, art, singing
- Counselling (see page 50)
- Quarterly newsletter, *Frontline News*
- Campaigns and South Cambs User Forum (see page 30)

Cam-mind

100 Chesterton Road
Cambridge CB4 1ER

Telephone: 01223 311320

Fax: 01223 356947

Email: admin@cam-mind.org.uk

Website: www.cam-mind.org.uk

Cam-mind is a voluntary organization affiliated to Mind. It runs community groups, supported housing (see page 70) and a befriending scheme (see page 47) for people with mental health problems.

Cambridge MDF Bipolar Self-Help Group

C/o 6 Beechwood Avenue
Melbourn, Cambridge SG8 6BH

Email: mdf@mdfcambridge.org.uk

Website: www.mdfcambridge.org.uk

Contact the group on 0845 4349780 (evenings and weekends preferred, may be answering machine at other times) or write to the Secretary at the above address. The group gives support to people with manic depression, their families and carers. They usually have monthly meetings, some with specialist speakers. They also produce a newsletter, useful information and support from other members.

Friends of Fulbourn Hospital and the Community

11 Highfield Gate, Fulbourn
Cambridge CB21 5HA

Telephone: 01223 881267

Email: info@fofhc.org.uk

Website: www.fofhc.org.uk

This is a charity which supports the care, welfare, recovery and integration of mental illness sufferers who are, or have been, associated with Fulbourn Hospital. It provides extra facilities in the hospital, organises ward parties and helps individual patients. In the community it offers financial and other

support, advises and supports carers and informs public debate on mental health issues. It runs the Forum Lunch Club and the award winning Millennium Arts Project.

Alcoholics Anonymous

General Service Office:

01904 644026

Cambridge Helpline: 01603 621128
(24 hours)

National Helpline: 0845 7697555

Website:

www.alcoholics-anonymous.org.uk

For general information ring the General Service Office 9.00am–5.00pm Mondays to Thursdays or 9.00am–4.30pm Fridays. Alcoholics Anonymous are a voluntary fellowship of people who are alcoholics and who help each other to achieve and maintain sobriety by sharing experiences and mutual support. There are regular group meetings in Cambridge.

Al-Anon Family Groups UK and Eire

61 Great Dover Street
London SE1 4YF

Telephone: 020 7403 0888

Fax: 020 7378 9910

Email: enquiries@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

Al-Anon is worldwide and offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. Alateen, a part of Al-Anon, is for young people aged 12-17 who have been affected by someone else's drinking, usually that of a parent. For details of meetings throughout the UK and Eire please contact the helpline.

Gamblers Anonymous

PO Box 5382

London W1A 6SA

Telephone: 08700 508880 (24-hour helpline for support and advice)

Website:

www.gamblersanonymous.org.uk

This is a self-help organisation for compulsive gamblers. There is a Cambridge group that meets on Wednesday evenings 7.30pm–9.30pm at the Shirley Community Wing, Nuffield Road, Cambridge CB4 1TF. New-

comers are welcome to drop in.

Overeaters Anonymous

Telephone: 07740 421177 (Sarah)

Telephone: 07000 784985 (National Service Board)

Website: www.oagb.org.uk

This is a confidential self-help group, run along the same lines as Alcoholics Anonymous with a structured 12-step programme of recovery. The group is for anyone who suffers from an eating disorder, whether bulimia, anorexia or compulsive overeating. A group meets currently in Cambridge on Thursdays 7.30pm–9.00pm at Community Hall, George Pateman Court, Tenison Road, Cambridge.

Narcotics Anonymous

Telephone: 0845 3733366

Email: NAHelpline@ukna.org

NA is a non-profit Fellowship of men and women for whom drugs have become a major problem. They are recovering addicts who meet regularly to help each other stay clean. The only requirement for membership is the desire to stop using. The helpline is

open 10.00am–10.00pm every day and an out-of-hours home-divert system runs a 24-hour service. There are several regular meetings in Cambridge which can be found on the website.

Cope

See Older People's Chapter, page 107, for full details.

National Organisations

Beat – *Beating Eating Disorders*

Wensum House

103 Prince of Wales Road
Norwich NR1 1DW

Telephone: 0870 7703256

(Administration)

Minicom: 01603 753322

Fax: 01603 664915

SMS Text: 07778 6201820

Email: info@b-eat.co.uk

Website: www.b-eat.co.uk

Adult Helpline:

Telephone: 0845 6341414 (charged at local rate from BT lines, other lines may vary)

Email: help@b-eat.co.uk

Helpline is open 10.30am–8.30pm Monday to Friday, 1.00pm–4.30pm Saturday.

Youth Helpline (25 yrs and under):

Telephone: 0845 6347650 (charged at local rate from BT lines, other lines may vary)

Email: fyp@b-eat.co.uk

Helpline is open 4.30pm–8.30pm Monday to Friday, 1.00pm–4.30pm Saturday.

Beat is a national charity offering information, help and support to people whose lives are affected by eating disorders, in particular anorexia and bulimia. It aims to campaign to improve standards of treatment and care and to raise awareness of eating disorders and related issues. Other services include a UK-wide network of self-help and support groups, postal and telephone contacts, and membership, which includes a regular newsletter, a range of information leaflets, posters and books. Currently, there is no self-help group in Cambridge. The nearest of the self-help groups are in

Norwich, Kings Lynn and Ipswich (see website for details).

The Depression Alliance

212 Spitfire Studios

63-71 Collier Street

London N1 9BE

Info pack request line:

0845 1232320

Email:

information@depressionalliance.org

Website: www.depressionalliance.org

Depression Alliance is the leading UK charity for people with depression. They provide information and support and campaign to raise public awareness, as well as providing a pen-friend scheme. A member-led organisation, they co-ordinate a national network of self-help groups, although there is none currently in the Cambridge area. They provide free publications.

Depression-UK

Box D-UK Self Help Nottingham

Ormiston House

32-36 Pelham Street

Nottingham NG1 2EG

Telephone: 08707 744320 (National Information Line, not 24-hours)

Email: info@depressionuk.org

Website: www.depressionuk.org

Address mail to 'Hon Secretary'.

Depression UK is a national self-help/ mutual aid organisation for those with depression and for family and friends. Contacts via pen-friend scheme, phone friends, quarterly newsletter, leaflets and booklist.

SANE

www.sane.org.uk

SANE has three objectives:

- To raise awareness and respect for people with mental illness and their families and secure better services
- To undertake research into the causes of serious mental illness through The Prince of Wales International Centre for SANE Research
- To provide help and information to those experiencing mental health

problems, their families and carers through SANEline (see page 34) and SANEmail

Hearing Voices Network

79 Lever Street

Manchester M1 1FL

Telephone: 0845 1228642

(HELPLINE)

(Tuesday 1.00pm–4.00pm only)

Telephone: 0845 1228641 (admin)

Fax: 0161 008 0092

Email: info@hearing-voices.org

Website: www.hearing-voices.org

This is a support network for people who hear voices. They produce literature and organise meetings and conferences as well as offer training for workers, carers and voice-hearers. There are self-help groups throughout the country. Contact the head office for more information.

MDF The Bipolar Organisation

Castle Works, 21 St George's Road

London SE1 6ES

Telephone: 0845 6340540

Fax: 020 7793 2639

Email: mdf@mdf.org.uk

Website: www.mdf.org.uk

The largest self-help organisation in the UK for people who experience episodes of bipolar disorder (manic depression), and their relatives. Information, quarterly journal, local self-help groups, self-management training, employment advice and travel insurance available.

Mind (National Association for Mental Health)

15-19 Broadway, London E15 4BQ

Telephone: 020 8519 2122

Fax: 020 8522 1725

Telephone 0845 7660163

(MindInfoline open Monday to Friday 9.15am–5.15pm)

Email: contact@mind.org.uk

Website: www.mind.org.uk

The leading mental health charity in England and Wales, providing information, mail-order books and leaflets, legal advice and information line. MindLink is Mind's network for users and ex-users of mental health services, providing a newsletter and contact lists.

Rethink (National Schizophrenia Fellowship)

Head Office: 5th Floor
Royal London House
22-25 Finsbury Square
London EC2A 1DX
Telephone: 0845 4560455
ADVICE LINE: 020 8974 6814

(10.00am–3.00pm Monday,
Wednesday & Friday;
10.00am–1.00pm Tuesday &
Thursday)

Email: info@rethink.org
Website: www.rethink.org

Working together to help everyone affected by severe mental illness to recover a better quality of life. See page 94 for local groups offering support to carers.

No Panic

93 Brands Farm Way
Telford TF3 2JQ
Office number: 01952 590005
Helpline: 0808 808 0545
FREEPHONE (10.00am–10.00pm)
Email: ceo@nopanic.org.uk
Website: www.nopanic.org.uk

You can phone to request an information pack on panic attacks, phobias and obsessive-compulsive disorder, general anxiety disorder and tranquiliser withdrawal. For members without local support they offer a 14-week telephone recovery group.

OCD Action

Davina House, Suites 506-507
137-149 Goswell Road
London EC1V 7E
Telephone: 020 7253 5272
(membership and information).
Fax: 020 7288 0828

Help and Information Line:
0845 3906232

Email: info@ocdaction.org.uk
Website: www.ocdaction.org.uk

Since 1991, OCD Action has worked to promote recovery from Obsessive Compulsive Disorder (OCD). They offer help and information to carers, professionals, the media and sufferers. They have a free information pack which is available on request. Open Tuesday and Wednesday 9.30am–5.00pm; and Thursday 11.00am–5.00pm.

Seasonal Affective Disorder Association (SADA)

PO Box 989, Steyning BN44 3HG
Information line: 01903 814942
(recorded message)

Website: www.sada.org.uk

SADA offers information and support to people who become depressed during the winter. Send a SAE for free information, £5 for a full information pack to the above address. SADA has newsletters and telephone contacts.

Websites

Triumph Over Phobia

www.topuk.org

Triumph Over Phobia (TOP UK) runs a national network of self-help groups to help people with phobia or obsessive compulsive disorder (OCD) to overcome their problems using graded self-exposure. The nearest of these to Cambridge is Chelmsford. The website also contains useful information on this topic.

First Steps to Freedom

www.first-steps.org

First Steps to Freedom is a registered charity which aims to help, in a practical way, those who suffer from phobias, obsessive compulsive disorder, general anxiety, panic attacks and those who wish to come off tranquilisers, together with help for their carers.

Borderline UK

www.borderlineuk.co.uk

Borderline UK is a national user-led network of people who either meet the criteria of or who have been diagnosed with Borderline Personality Disorder (BPD). This website aims to provide information on all aspects of BPD.

BPD World

www.bpdworld.org

BPD world provides information, advice and a range of support for those people affected by personality disorders.

National Phobics' Society

www.phobics-society.org.uk

NPS is a national registered charity formed 30 years ago by a sufferer of agoraphobia for those affected by anxiety disorders. Today NPS is still a user-led organisation, run by sufferers and ex-sufferers of anxiety disorders supported by a high-profile medical advisory panel. NPS works to relieve and support those living with anxiety disorders by providing information, support and understanding via an extensive range of services.

National Self-Harm Network

www.nshn.co.uk

The National Self-Harm Network has been a survivor-led organisation since 1994. They are committed campaigners for the rights and understanding of people who self-harm.

Sign Health

www.signhealth.org.uk

Sign Health is a charity that works to improve the health of deaf people including mental illness.

Mental Health Forum

www.mentalhealthforum.net

The Mental Health Forum is run on a non-commercial basis by a team of dedicated volunteers. They aim to be a friendly place on the web to meet and discuss anything related to mental health, including: anxiety and panic attacks, depression, bipolar disorder, eating disorders, and schizophrenia, as well as friendships and relationships and everyday life issues. They also welcome discussion and debate of mental health issues and policy. They provide a daily mental health news service and directories of organisations, websites and events. Website visitors can use forums and bulletin boards, join a mailing list and find out how to support the organisation.

12 Complementary Therapies

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Many people have found complementary medicine (which can be used alongside traditional medicine) very helpful, particularly in reducing stress levels. Examples are acupuncture, aromatherapy, homeopathy and reflexology. Aromatherapy and massage are used in some NHS hospitals, but most practitioners are private.

Arjuna Clinic for Complementary Therapies

12A Mill Road, Cambridge CB1 2AD

Telephone: 01223 566122

Email: arjunaclinic@yahoo.co.uk

Website: www.arjunaclinic.co.uk

The clinic offers a wide range of therapies from experienced, qualified and caring practitioners. Open Monday to Saturday. See individual practitioners for concessionary rates.

Andreassen Centre for Wholistic Health (meet at)

Friends Meeting House

91 Hartington Grove

Cambridge CB1 7UB

Telephone: 01842 827620

This is a registered charity offering a

range of complementary therapies. Open at the above address on Thursdays 1.30pm–4.00pm and the last Thursday of the month 4:30pm–6:30pm. All are welcome.

Cambridge Complementary Health Centre

8 Rose Crescent

Cambridge CB2 3LL

Telephone/Fax: 01223 355344

Email: enquiries@cchc.co.uk

Website: www.cchc.co.uk

The Centre offers a broad range of therapies with all practitioners fully qualified and registered. For full details including prices and availability please see the website or contact reception. Open Monday to Friday 8.30am–8.30pm, Saturday 8.30am–6.00pm, Sunday 11am–4pm. Concessions available with Low Cost Clinics.

Therapies available include:

Acupuncture, Aromatherapy Massage, Chiropractic, Cranial Osteopathy, Homeopathy, Hopi Ear Candling, Indian Head Massage, Iridology, McTimoney Chiropractic, Nutritional

Therapy, Osteopathy, Reflexology, Shiatsu, Sports Massage, Thai Massage, Person-Centred Counselling, Integrative Arts Psychotherapy Counselling, Swedish Massage, Deep Tissue Massage, Neuro-Muscular Massage, Reiki, Lymphatic Drainage, Naturopathy, Nutritional Therapy, Allergy Testing, Hot Stone Massage, Baby Massage.

Neals Yard Remedies

1 Rose Crescent

Cambridge CB2 3LL

Telephone: 01223 321074

Email:

cambridge@nealsyardremedies.com

Website: www.nealsyardremedies.com

They offer a wide range of treatments in a supportive and holistic environment. Treatments include massage, shiatsu, Indian head massage, reflexology, aromatherapy, acupuncture natural facials, as well as flower essences, nutrition, homeopathy, kinesiology and herbal medicine. They also sell herbal and homeopathic remedies,

massage oils and flower essences, which they encourage people to come and chat to them about. Their emphasis is very much on empowering people to take responsibility for their own health.

Websites

Royal College of Psychiatrists: Complementary therapies

www.rcpsych.ac.uk

This site has several leaflets and articles about 'complementary therapies'. Search on 'complementary therapies' or the specific therapy you want to look up.

Mental Health Foundation: Complementary therapy

www.mentalhealth.org.uk

This site has articles and publications on complementary therapies. Search on 'complementary therapy' or the particular therapy you are interested in.

MIND: Complementary therapies

www.mind.org.uk

The Mind website has a range of leaflets and information about complementary therapies. Search on 'complementary' or look through the lists of booklets.

The British Complementary Medicine Association

www.bcma.co.uk

This site has information about a range of complementary therapies together with links to many specific therapies. You can find a therapist near you.

13 Housing

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You can get advice on housing (including help with finding it) from the following organisations, depending on where you live.

Cambridge City Council Community Services

Hobson House

44 St Andrew's Street

Cambridge CB2 3AS

Telephone: 01223 457000

Telephone South Office 0800 7314878

or North Office 0800 7315030 for an appointment.

The Housing Service comes under the umbrella of 'Community Services'. There are several sections dealing with housing, including: rent advice for council tenants: rent advisers offer a confidential service to council tenants. This involves money and benefit advice and debt counselling.

Housing Options and Advice

Cambridge City Council's Customer Service Centre

4 Regent Street,

Cambridge CB2 1BY

Telephone: 01223 457918

They will provide information, advice and representation for anyone in the private sector with a housing problem. A Tenancy Relations Officer will help anyone in the private sector who has been harassed or unlawfully evicted. Housing Options & Advice has an outreach session at Addenbrooke's Hospital on Tuesdays from 10.00am–12noon. You should also go to the Customer Service Centre Housing Centre if you are in need of housing and think you may be entitled to help from the council. No appointment required.

The Choice Based Lettings Home-Link Team

The Customer Service Centre

4 Regent Street

Cambridge CB2 1BY

Telephone: 01223 457917

The Choice Based Lettings Team maintains the Housing Needs Register known as Home-Link, which is a new scheme which covers the Sub Region. Please contact the team for more details. You can apply for housing online on www.home-link.org.uk.

Those who are being threatened with homelessness should contact the Housing Options & Advice team at the same address or telephone on 01223 457918.

South Cambridgeshire District Council – Housing Department

South Cambridgeshire Hall

Cambourne Business Park

Cambourne

Cambridge CB23 6EA

Telephone: 08450 450051

Fax: 01954 713149

Email:

duty.housing@scambs.gov.uk

Website: www.scambs.gov.uk

If you currently live or work in the area or have previously lived in the area for any significant length of time, or you are aged 60 or over and have close supporting relatives living locally you may be eligible to be placed on the Housing Register or Transfer List. The Customer Services Section of Shire Homes can advise you as to your eligibility and they can be contacted at South Cambs District Council offices. In addition, homeless applications and

requests for housing advice for all types of tenant/owner-occupier can be dealt with by the Homelessness and Housing Advice Section at South Cambridgeshire Hall, contactable on the above telephone number.

The offices are open to the public between 8.30am–4.30pm Mondays to Fridays. Contact can be made by telephone between 8.30am–5.00pm Monday to Thursday and between 8.30am–4.30pm on Fridays.

East Cambridgeshire District Council

The Grange, Nutholt Lane
Ely CB7 4PL

Telephone: 01353 665555

Fax: 01353 665240

Email: housing@eastcambs.gov.uk

Website: www.eastcambs.gov.uk

The Council does not have its own stock of homes. These are now owned and managed by Sanctuary Hereward. The Council does however provide a comprehensive housing advice service available to anyone in the area, providing advice and information on private

renting, tenants' rights, repairs, harassment, etc. The Council also deals with homelessness and can advise on local housing options.

The Council is part of the Home-Link Choice Based Lettings Scheme, which deals with lettings of all social rented housing in the Cambridge sub-region. Details can be found on the website www.Home-Link.org.

The office is open 8.45am–5.00pm Mondays to Thursdays and 8.45am–4.30pm on Fridays. Ring the above number for an appointment or call in.

Sanctuary Hereward

St Mary's Lodge, St Mary's Street
Ely CB7 4EY

Telephone: 0845 8505757

Fax: 01353 669447

Email: [enquiries-](mailto:enquiries-hereward@sanctuary-housing.co.uk)

hereward@sanctuary-housing.co.uk

Website: www.sanctuary-housing.co.uk

They manage the housing waiting list for East Cambridgeshire on behalf of the District Council. Housing association properties are advertised and let

through Home-Link, a new choice-based lettings scheme. Contact Sanctuary Hereward for a housing application or apply on line at www.home-link.org.uk.

Ely Link Scheme

Coneygear Court, Coneygear Road
Huntingdon PE29 1PR

Telephone: 01480 437648

Website: www.grantahousing@gov.uk

Through this scheme Granta Housing Society provide practical, emotional and social support seven days a week to around 13 service users at any one time. Referrals are predominantly from the North Rural CMHT, to a panel that meets monthly. The scheme provides floating support to individuals who need more intensive support than the CMHT can provide, and who live in the area covered by the CMHT.

Ditchburn Place Supported Housing

(Cambridge City Council)
Mill Road, Cambridge CB1 2DR

Telephone: 01223 314800

Fax: 01223 354054

Email: independent.living@cambridge.gov.uk

Website: www.cambridge.gov.uk

Ditchburn Place has 21 self-contained fully furnished properties that are let on a temporary basis of up to two years. Also, Burmaside House offers four fully furnished bedsits with communal facilities and Number 39 offers three fully furnished bedsits with communal facilities. Each resident is allocated one hour's support per week from a Support Worker. The housing is not aimed specifically at people with mental health problems as it caters for anyone who could be considered vulnerable. Referral forms are available. All referrals need support from a professional.

Housing for people with mental health problems

There are a number of organisations (mainly voluntary), which provide housing for people with mental health problems. This can range from homes staffed on a 24-hour basis to self-con-

tained flats and bedsits for people who want to live independently but still require support.

The Cambridge Pringle Group (registered charity)

Pringle House, 14 Ribstone Way
Cambridge CB4 1FT

Telephone: 01223 425946

Fax: 01223 425946 (call first)

Email: geo4.cpg@btconnect.com

The Cambridge Pringle Group provides houses for adults with enduring mental illness. Pringle House provides long-term support for 13 people and has staff support seven days a week, with 'on call' support at night times. There are also two group homes – one in Milton Road and the other one in the village of Milton. Each house provides a home for four people who enjoy a greater degree of independence, with part-time staff support. There are five supported living flats, one in Arbury and four in Chesterton. The flats also come with part-time support provided according to the needs of the individual tenants.

Granta Housing Society Ltd

1 Horizon Park, Barton Road
Comberton, Cambridge CB23 7AF

Telephone: 01223 576756

Fax: 01223 576750

Email: info@grantahousing.org.uk

Website: www.grantahousing.org.uk

Contact the Supported Housing Department for the Area Supported Housing Managers.

Granta runs several projects for people with mental health needs in Cambridge. These vary from 24-hour cover, including sleep-ins. This is usually shared accommodation or bedsits/flats with cover 9.00am–5.00pm on weekdays and weekends and Group Homes with cover of 30 hours per week. Referrals are through mental health professionals, with potential tenants subject to the CPA process. The following are all run by Granta in Cambridge City:

- **10 Suez Road**

Staff from 340 Mill Road provide support to this three-person group home.

- **Vicarage Terrace**

Cambridge

Telephone: 01223 329121

This provides day-time support and emergency on call support during the night for 15 tenants for up to two years and three tenants long-term. The aim is to enable individuals to gain stability and confidence and reintegration into the community.

- **15 Garden Walk**

Cambridge CB4 3EW

Telephone: 01223 361979

This provides 24-hour support for tenants for a flexible period as determined by individual need.

- **38-44 Garden Walk**

Cambridge CB4 3EW

Telephone: 01223 300188

This provides permanent bedsit accommodation for 25 people for a flexible period as determined by individual need. Staff are on duty Monday-Friday and Saturday afternoon. Staff at 15 Garden Walk provide support when necessary.

- **340 Mill Road**

Cambridge CB1 3NN

Telephone: 01223 410271

The scheme provides 24-hour cover for eight permanent tenants for a flexible period as determined by individual need. Each person has their own rooms and share other facilities.

- **29 Magrath Avenue**

Cambridge CB4 3AH

Telephone: 01223 361718

The scheme provides 24-hour cover for eight permanent tenants for a flexible period as determined by individual need. Each person has their own room and shares other facilities.

- **316 Cambridge Road**

Telephone: 01223 211274

This provides day time support and emergency on call support at night for six tenants for a flexible period as determined by individual need. Each person has their own rooms and shares other facilities.

- **Denham Place**

4 Coleridge Road

Cambridge CB1 3GB.

Telephone: 01223 410271

The scheme provides self-contained accommodation for 16 people, with low level staff support for a flexible period as determined by individual need.

- **Granta Group Homes**

Telephone: 01223 410196

The scheme provides homes for people with long-term mental health problems. Most of the 12 properties house three tenants who have their own bedroom and share other facilities. Tenants are supported for a flexible period as determined by individual need.

Winston House (2 Care)

19 Brooklands Avenue

Cambridge CB2 8BG

Telephone/fax: 01223 356795

Email: win@2care-rsl.org.uk

Website: www.2care-rsl.org.uk

Winston House provides accommodation for 26 men and women aged

between 18 and 65 who have experienced mental health problems who could benefit from support based on a psychiatric rehabilitation approach. Four of these live semi-independently in a separate bungalow. People can contact the project directly for an application form, though most referrals are through mental health professionals and GPs.

Cam-mind (Housing)

Telephone: 01223 464418

Contact the Housing Co-ordinator

Cam-mind works in partnership with The Cambridge Housing Society and is able to offer accommodation to 21 residents suffering from long-term mental health problems. A low-level visiting support service geared to individual needs of each resident is provided by the Cam-mind support team in a combination of two group homes and individual self-contained flats. Application forms can be obtained from Cam-mind's Housing Co-ordinator.

Housing for women and young people

The following organisations do not provide accommodation just for people with mental health problems, but they do cater for people with special needs who are vulnerable, including those with mental health issues.

Cambridge Women and Homelessness Group/Corona House

1 Corona Road

Cambridge CB4 3EE

Telephone: 01223 369125

Email: corona_house@yahoo.co.uk

The group runs two houses for homeless women without dependants. Corona House is a six-bed hostel providing temporary accommodation with support and there is a 'move on' house, which provides permanent accommodation for two residents. Support is also provided for 40 ex-residents now living in the community and there is an informal drop-in service for ex-residents.

Support during office hours and an emergency contact number at other times. Women can refer themselves, but referrals also come from other agencies.

Orwell Housing Association

Whitworth House

109 Chesterton Road

Cambridge CB4 3AR

Telephone: 01223 517287

Fax: 01223 517286

Email: whitworthhouse@orwell-housing.co.uk

Whitworth House provides temporary accommodation of up to two years for single homeless women aged between 16 and 25 with low support needs. They have 13 spaces. 24-hour low level support is provided. Self-referrals and referrals from other agencies are accepted. People can either telephone or call in to get an application form. On receipt of application form an interview will be arranged.

Castle Project (Housing)

Offices C & D, Dales Brewery
Gwydir Street, Cambridge CB1 2LJ
Telephone: 01223 566737
Fax: 01223 566739

Email:

castle.project@richmondfellowship
.org.uk

They provide supported accommodation and floating support for young people (16-25) moving towards independence. Each person has a key worker who offers practical and emotional support. Access to a daily drop-in and activity programme, which can include an arts project and annual holiday are also part of the package. Places are funded mainly by Supporting People.

**Cambridge and Peterborough
YMCA (Cambridge site)**

They provide accommodation for young people (see page 100 in the children and young people's chapter).

**Housing for Homeless
people****Cambridge Cyrenians Ltd**

4 Short Street
Cambridge CB1 1LB
Telephone: 01223 712501
Fax: 01223 712503

Email:

office@cambridgecyrenians.org.uk

Website:

www.cambridgecyrenians.org.uk

Cambridge Cyrenians provides a range of supported accommodation for single, homeless men and women. The office is open 9.00am–5.00pm Monday to Friday.

Cyrenians Mental Health Team

125 Newmarket Road
Cambridge CB5 8HA
Telephone: 01223 712518
Fax: 01223 712510

Email:

val@cambridgecyrenians.org.uk

Web: www.cambridgecyrenians.org.uk

Cambridge Cyrenians is a registered charity that provides a range of accom-

modation and support for homeless people. The aims of the services are: to improve access to properly developed mainstream services to people who have a mental illness or a dual diagnosis of which mental illness is a component, and who have problems of homelessness, either as a transient or recurring feature of their lives. Mental illness does not have to be formally diagnosed to justify involvement with the service. Contact can be made on the above telephone number between 9.00am–5.00pm.

Emmaus Cambridge

Emmaus Community
Green End, Landbeach
Cambridge CB25 9FD

Telephone: 01223 863657

Email:

emmauscambbridge@dsl.pipex.com

Website: www.emmauscambbridge.org

Emmaus Cambridge is a self-supporting, working community of people, many of whom were previously homeless. Companions (residents) agree to 'sign off' from front-line benefit. The

community runs a business renovating and selling second hand household goods. Opening hours for the shop and office are Monday 8.30am–1.00pm and 2.00pm–5.00pm; Tuesday 8.30am–5.00pm; Wednesday 8.30am–8pm and Thursday to Saturday 8.30am–5.00pm.

English Churches Housing Group

222 Victoria Road

Cambridge CB4 3LG

Telephone: 01223 352718

Fax: 01223 467911

The organisation provides temporary accommodation for 74 people with 24-hour cover. Support is given for a range of issues according to client need and to help individuals to move on to more long-term accommodation. Activities and training courses are provided on and off-site. Referral is through the Cambridge City Council, Cambridge Street Outreach Team or Cambridge Probation Service only.

Jimmy's Night Shelter

Zion Baptist Church

1 East Road, Cambridge CB1 1BD

Telephone/ Fax: 01223 576085

Email:

admin@jimmysnightshelter.org.uk

Website: www.jimmysnightshelter.org.uk

Jimmy's Night Shelter aims to provide, throughout the year, accommodation that is welcoming, safe and warm to anyone who would otherwise be forced to sleep rough on the streets of Cambridge. They assist those who feel able to move into more appropriate accommodation, offering an effective style of resettlement. Jimmy's only accept self-referrals from 6.00pm, which are on a first-come, first-served basis, but agencies may check if there are any vacancies available by telephoning the number detailed above.

Willow Walk

17-19 Willow Walk

Cambridge CB1 1LA

Telephone: 01223 519400

Fax: 01223 519415

Email: Lyn.Watson@echg.org.uk

Contact Lyn Watson or staff on duty

Willow Walk is also run by English Churches Housing. It provides 22 spaces for temporary accommodation for people with complex and enduring needs including drug and alcohol dependence. 24-hour support is provided. Referrals come from Street Outreach.

Wintercomfort for the Homeless

Overstream House

Victoria Avenue

Cambridge CB4 1EG

Telephone: 01223 518140

Fax: 01223 566973

Email: info@wintercomfort.org.uk

Website: www.wintercomfort.org.uk

Open weekdays only between 10.30am–1.30pm for the drop in. Keyworking with clients occurs in the afternoons by appointment only. Telephone contact can be made between 10.30am–4.15pm Monday-Friday. The services provided include laundry facilities, referral to the Outreach Team, advice, information, counselling, addiction support and

weekly activities. Contact Wintercomfort for up-to-date details. Subsidised food is sold 12noon-1.00pm.

Affordable Furniture and Electrical Goods

Cambridge SOFA

Unit H, The Paddocks
347 Cherry Hinton Road
Cambridge CB1 8DH
Telephone/Fax: 01223 576535
Email:

enquiries@cambridgesofa.org.uk

Website: www.cambridgesofa.org.uk

Cambridge SOFA is a great source of affordable furniture, household goods and electrical goods for anyone who receives benefits or is on a low income. Customers can self-refer by showing proof of benefits and address or by obtaining a referral form from a caring agency (eg Lifecraft, CAB, Social Services etc). The shop is open Monday to Friday 10.00am–3.00pm.

14 Employment

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Work is considered important because it offers us a role, identity, self-esteem, structured activity, financial gain and it connects us to society. Despite research evidence that forcing people to recuperate in the 'sick role' away from all social roles and expectations (including employment) can be counterproductive to achieving good mental health, mental health services have traditionally supported people when they are out of work, but not when they are in it. Therefore, people can feel anxious about returning to work because this will mean that they are deemed not to need support any more.

Research has also found that enforced employment can have negative effects upon mental health. Therefore, true inclusion involves the possession of civil rights and reasonable choice. Principally, it is the access and right to employment that is the key issue, so that people can make positive choices about employment based on reasons other than societal pressure or stigma.

Is employment the right step for me?

People often feel apprehensive about the thought of employment or voluntary work following a period of being unwell, for many different reasons. Some of these reasons might be: coping with the stresses of employment, coping financially if this means coming off benefits, lack of support and understanding from employers and the effects of stigma in general. Such concerns are certainly not without reason, but the legal and cultural position on this is slowly improving. Therefore it is extremely important that people are aware of exactly what legal rights they have and what support they are entitled to receive from mental health services and from employers. Many of the organisations mentioned in this chapter provide this support.

Human Rights and Civil Rights

Enforced absence from the open labour market, the community, and education upon people with mental health problems is an unnecessary waste of human potential and an infringement of human rights.

Article 23 of the Universal Declaration of Human Rights states that:

'Everyone has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment.'
(United Nations 1948)

The Disability Discrimination Act 1995

The Disability Discrimination Act 1995 is the main piece of legislation under which employers have a duty to people with mental health needs. The DDA states that employers must not discriminate against people on the grounds that they have a disability and

must make 'reasonable adjustments' in their environments and practices to ensure that disabled people are not put at substantial disadvantage. For people with mental health problems this might include flexibility around working hours, for example.

To claim protection under the Act people with mental health problems must have a clinically recognised diagnosis that has substantial and long-term adverse effects on their ability to carry out day-to-day activities. Long-term in this context refers to a condition that has lasted or is expected to last for at least twelve months.

Cambridge Jobcentre Plus

Henry Giles House

73-79 Chesterton Road

Cambridge CB4 3BG

Telephone: 01223 545000

Website: www.jobcentreplus.gov.uk

They are open Mondays, Tuesdays, Thursdays and Fridays 9.00am–5.00pm, Wednesdays 10.00am–5.00pm. They have Disability Employ-

ment Advisers that can be contacted on the telephone number detailed above.

The postal address for the Cambridge branch is:

Jobcentre Plus

Cambridge Jobcentre

Papyrus Road

Peterborough PE9 1AD

Ely Jobcentre Plus

52 Market Street

Ely CB7 4LU

Telephone: 01353 605400

Fax: 01353 605450

Textphone: 01223 545212

Website: www.jobcentreplus.gov.uk

Open Monday, Tuesday, Thursday and Friday 9.00am–5.00pm, Wednesday 10.00am–5.00pm.

Newmarket Jobcentre Plus

Wellington House

Wellington Street

Newmarket CB8 0WJ

Telephone: 01638 683600

Fax: 01638 683650

Website: www.jobcentreplus.gov.uk

Open Monday, Tuesday, Thursday and Friday 9.00am–5.00pm, Wednesday 10.00am–5.00pm. They are closed each day 12.30pm–1.30pm.

If you are aged between 13 and 19 you can get general help with careers guidance from Connexions:

Connexions Youth Advice Service

RES1017, Shire Hall Site

Castle Court, Cambridge CB3 0AP

Telephone: 01223 712800

Fax: 01223 712801

Email:

connexions.cambridge@cambridge-shire.gov.uk

Website: www.purplepigeon.net

There is a drop-in each day 1.30pm–4.30pm. The office is open 9.00am–5.00pm Monday to Friday for phone calls and appointments.

There are also Connexions branches in: Ely, Peterborough, Huntingdon, March, St Neots and Wisbech. Contact details for these branches can be found on the 'purplepigeon' website detailed above.

Cambridge Women's Resource Centre

They provide courses and support for women who are working or thinking of working. See page 102 in the Women's chapter for main details.

Finding work for people who need extra support

There are some organisations which provide extra help with finding work for people with disabilities or ill health, including mental health needs:

Cambridge Jobsearch

18 George IV Street

Cambridge CB2 1HH

Telephone: 01223 313415

Email: jomark@camjobsearch.demon.co.uk

This is a free and confidential career counselling service, also providing practical assistance in job-hunting and CV compilation. Support is given to people with mental health problems who are ready for work.

Papworth Trust Employment Service

Helping people with a disability or health issue to find or keep a job.

Telephone: 0800 9525000

(Employment Freephone)

Website: www.papworth.org.uk

They support disabled people into and within work. They work with people who have been long-term unemployed because of their disability, as well as those who have acquired a disability as a result of a workplace injury, serious illness or a road traffic accident.

A key feature of the services is the use of experienced staff who have the skills to support clients, their co-workers and employers and this support starts right from the moment someone contacts the freephone helpline.

Training

The following organisations provide training, some specifically for people with special needs.

Employment Foundation Scheme

Cambridge Regional College

Cherry Hinton Learning Centre

Cherry Hinton Road

Cambridge CB1 8DW

Telephone: 01223 458256/7

Fax: 01223 458209

Email: cbayford@camre.ac.uk

The Employment Foundation Scheme is part of the Cambridge Regional College and is funded by the Learning and Skills Council. They have opportunities for apprentices, pre-apprentices and run an Entry to Employment programme for 16-18 year olds, which can include vocational training programmes in Horticulture, Painting and Decorating, Office and Reception and Cooking along with basic personal and life skills. For further information contact your Connexions Advisor or phone them on the above number.

Richmond Fellowship (Cambridge)

Unit B/C, The Paddocks
347 Cherry Hinton Road
Cambridge CB1 8DH
Telephone: 01223 242267
Fax: 01223 244595

Email: cambridge@richmondfellowship.org.uk

Website:

www.richmondfellowship.org.uk

Richmond Fellowship is a national organisation that provides support to people with a range of mental health problems throughout England. Formerly known as RFET, Richmond Fellowship (Cambridge) is an employment service for Cambridge City and South Cambridgeshire. It provides support to people recovering from mental health difficulties as they seek to access and maintain suitable employment, volunteering and training opportunities.

The service enables clients to match their abilities and aspirations to work and training opportunities using action planning, careers guidance, personal

skills development, psychometric profiling, work preparation and more. Clients also have access to the ReFresh Garden Services project as they progress towards employment.

Vocational Specialists

These are usually Occupational Therapists who work in the community, day-services and ward-based teams. They have a special interest in work, training and employment. By giving you the support and opportunity to review your education, training and work history, they can help you to: identify all your skills, talents and personal qualities and establish an Action Plan and offer support to help you reach your goals for work and training. You can contact a Vocational Specialist through your care co-ordinator or telephone or email the Vocational Opportunities Network at the Resource Centre (see page 48):

Vocational Opportunities Network

Email:

Bob.Gresham@cambsmh.nhs.uk
Telephone: 01223 359561

**Sheltered Work/
Vocational
Rehabilitation**

The following organisations provide work for people with mental health needs who are not yet ready to enter main-stream employment. Referral is usually through other agencies.

Hester Adrian Centre

Hawthorn Way

Cambridge CB4 1AX

Telephone: 01223 478601

or Freephone 0800 9525000

Email: john.aves@papworth.org.uk

Website: www.papworth.org.uk

The Hester Adrian Centre is managed by the Papworth Trust. It provides supported and open employment opportunities for people with disabilities or people on health related benefits, plus careers advice and planning.

They offer advice on college courses, job hunting and support within the workplace. They have three employment programmes:

- **New Deal** – Support and advice for people on health related benefits such as incapacity benefit. Offers one-to-one support to locate a suitable vacancy, CV, interview techniques, work experience and support for up to six months in work.
- **WORKSTEP** – This programme provides one-to-one support and advice to find paid employment and ongoing support in the workplace.
- **Work4you** – This programme provides one-to-one support for people with Learning Disabilities to find volunteering, work experience and paid work.

Telephone the Freephone number to get more information on services provided and eligibility criteria.

Supported Employment Project Adult and Community Learning, ELH1101

Castle Court, Cambridge CB3 0AP
Telephone: 01223 718484
Email:
val.cambers@cambridgeshire.gov.uk

This project aims to find supported appropriate part-time employment places for adults with learning difficulties or disabilities and for those with mental health problems. Each placement will take place for a few hours each week over three months. Each placement will be supported by a mentor offering support and guidance on the job.

Self Employment

Cambridge Enterprise Agency
St Johns Innovation Centre
Cowley Road, Cambridge CB4 0WS
Telephone: 01223 421775
Fax: 01223 421774
Email: cea@cambsenderprise.co.uk
Website: www.cambsenderprise.co.uk

Cambridge Enterprise Agency provides free information and advice to start-up and small businesses.

**Cambridge Co-Operative
Development Agency (CCDA)**
Unit 8, Chesterton Mill
French's Road, Cambridge CB4 3NP
Telephone: 01223 360977
Email: info@thesocialenterprisepeople.co.uk

Website:
www.thesocialenterprisepeople.co.uk
The agency provides start-up advice, guidance, training and support, and signposting for new and existing social enterprises in Cambridgeshire. The office is staffed Monday to Friday from 9.00am–5.00pm.

Volunteering

Many people with mental health problems find that volunteering is rewarding in itself and can be a way back into mainstream employment. The following agencies provide volunteering opportunities:

Cambridge Volunteer Centre

Llandaff Chambers

2 Regent Street

Cambridge CB2 1AX

Telephone: 01223 356549

Email: info@cam-volunteer.org.ukWebsite: www.cam-volunteer.org.uk

Wheelchair, disabled and pram access.

The Volunteer Centre provides information and advice on getting involved with volunteering (helping in the community) in and around Cambridge and the surrounding villages. There are hundreds of different volunteering opportunities and the staff can help you find something to suit you. They are open to the public for appointments Monday to Thursday 10.00am–4.00pm. There is also a drop-in service on Thursdays between 10.00am–1.00pm. Alternatively, phone or email for more information. Visit the website to see the hundreds of opportunities available.

Voluntary and Community Action East Cambridgeshire (VCAEC)

41e Forehill, Ely CB7 4AA

Telephone/Fax: 01353 666556

(Volunteering Enquiries)

Telephone: 01353 666553

(Social car scheme only)

Telephone: 01353 659639

(Gardening)

Telephone: 01353 666166

(All other Enquiries)

Email: elyvb@cb74AA.fsnet.co.ukWebsite: www.vcaec.org.uk

Ely and District Volunteer Centre has merged with the Council for Voluntary Service to form Voluntary and Community Action East Cambridgeshire. The new organisation offers support and training to all local voluntary groups and can offer funding advice, and support through the funding process. The office is open for these services 9.00am–2.00pm Monday, Wednesday, Thursday and Friday. Appointments can be made outside of these hours.

The centre also helps people to access volunteering opportunities and organisations to access volunteers. They run a social car scheme and gardening scheme for people in need eg elderly or disabled and those who are ill. There is a small mileage contribution made for the car scheme. Opening hours for the car and gardening schemes are: 9.30am–12.30pm Monday, Wednesday, Thursday and Friday.

VCAEC also runs the 'VITAL' forum, open to the voluntary and community sectors. This forum offers training, networking and opportunities to keep up to date with local initiatives and new legislation. Meetings are bi-monthly with a lunch.

Volunteers Plus

91 Cherry Hinton Road

Cambridge CB1 7BS

Telephone: 01223 246669

Email:

office@volunteersplus.org.ukWebsite: www.volunteersplus.org.uk

Volunteers Plus promotes volunteering

for everyone. Support is provided throughout the process of finding and taking part in community volunteering. Support offered depends on the need of each individual and can include one-to-one time to consider options and make choices, taster sessions and in-house administration and gardening groups, supported visits to possible placements and help to review and take next steps. All welcome at regular drop-in lunches and events. Courses for women and for men are held several times a year. Self referrals are welcome. Phone Tuesday, Thursday or Friday (term time only) 9.00am–4.00pm for an appointment. Disabled access.

Benefits Advice

For sources of independent advice and information on benefits and other issues contact Disability Cambridgeshire, The Cambridge Law Centre or The Citizens' Advice Bureau. See the Advocacy, information and advice section, pages 24 and 25 for more details.

Benefit Enquiry Line for people with Disabilities

Telephone: 0800 882200
(FREEPHONE)

Textphone: 0800 243355
(FREEPHONE)

Email:

bel-customer-services@dwp.gsi.gov.uk (customer services)

Website: www.direct.gov.uk

For general benefit enquiries for people with disabilities, carers and representatives.

There are many Community Education Colleges in Cambridgeshire. Contact your local college for details of courses. Colleges often provide support and advice for people with difficulties, including mental health problems. Some courses are organised so that you can start them at most times of year and some are quite short, so that you can just get a 'taste' to see if you like it.

Adult and Community Learning

Telephone: 01223 718484

Email:

val.cambers@cambridgeshire.gov.uk

Contact Val Cambers

People on benefits can often get courses free (after payment of a small registration fee), if those courses are 'accredited'. You can find out which ones are accredited from the college concerned. If you have a course you would like to do and feel you need extra support to be able to take part, you can contact Adult and Community Learning using the details above.

Cambridge Regional College

Science Park Campus

Kings Hedges Road

Cambridge CB4 2QT

Telephone: 01223 418200 or 01223 418249

Email: enquiry@camre.ac.uk

Website: www.camre.ac.uk

The college runs classes on a very wide range of subjects, many of which lead to qualifications. These include small basic skills classes in literacy and numeracy. Students receive educational guidance about other courses that might suit their needs. Study Support can provide additional one-to-one tuition and help in classes if required. The support is adapted to the needs of the student. These needs can include mental health and emotional issues. A counselling service is available for students. There is continuous enrolment and courses are free to people in receipt of benefits. If you would like information about the full range of Cambridge Regional College's full and part-time courses please telephone either of the numbers detailed above.

The following courses may be of particular interest to people with mental health difficulties who would like to return to education and feel that they would like to develop their confidence in order to successfully complete other courses:

Creative Studies

Telephone: 01223 418505

Contact Mary O'Sullivan

Creative Studies is a bridging course specially designed for students with mental health difficulties. The courses run over ten weeks, for three hours per week. Exercises on motivation, self-esteem and assertiveness help to promote learners' confidence. Courses include creative writing, media studies, communication and visual arts. Students are supported in the group where they may build new friendships and may then move on to another course of their choice.

Options

Telephone: 01223 418505

Contact Mary O'Sullivan

Options is a programme of study for

adults who, for a variety of reasons, have missed out on life's opportunities and now wish to return to education. Some have enduring mental health problems or have been long-term unemployed. The Options programme provides a unique opportunity to increase self-confidence in a small group, in a relaxed and friendly environment. The course runs on Wednesday, Thursday and Friday from 9.00am – 3.00pm.

Skills for life – literacy and maths classes

Telephone: 01223 532224

Contact Chrissy Dennison

This course is run from the Newmarket Road Campus. It provides small, informal classes in numeracy and literacy from the very beginners to Level 2 (GCSE equivalent). Classes are free and in term time only. Some classes have extra learner support. Students also have the opportunity to learn ICT. Classes are at various times according to level and run in both the daytime and evenings. Most students attend

once a week for a 2-3hr session. Phone or write for an informal meeting to have an assessment. Students work at their own pace and have their own individual learning plans. They work towards a nationally recognised qualification at the appropriate level. Classes also in Soham, Ely, Littleport and Linton.

Learning and Training with the Parkside Federation

All enquiries to:

**Coleridge campus, Radegund Road
Cambridge CB1 3RJ**

Telephone: 01223 712340

Email:

learn&train@parksidefederation.org.uk

Website: www.parksidefederation.org.uk
The Parkside Federation offers a wide range of leisure and training courses in venues around the City. Contact them for further details about all their courses, including numeracy and literacy for those who do not have maths or English GCSE. They

are happy to talk to you about returning to learning or training by offering free, impartial and confidential advice about your learning options. Contact their friendly staff and let them know how they can help you get involved in learning some new skill or even training for a new job.

Red2Green

**Harvey's Barn, Park End
Swaffham Bulbeck**

Cambridge CB25 0NA

Telephone: 01223 811662

Email: info@red2green.org

Website: www.red2green.org

Red2Green provides leisure, educational and work opportunities for people aged 14 upwards with a wide range of disabilities. This includes learning disability, physical disability, sensory impairment, autistic spectrum disorder and mental health problems. They work over Cambridgeshire. They also raise awareness about the positive capacities of people with disabilities and promote the positive and

valuable contribution they make to society.

Cambridge Online
Hester Adrian Centre
Hawthorn Way
Cambridge CB4 1AX
Telephone: 01223 300407

Email:

andrew@cambridgeonline.org.uk

Website: www.cambridgeonline.org.uk

Contact *Andrew Entecott*

Open Monday to Friday 10.00am–4.00pm

Cambridge Online is a charity working across the East of England helping disabled and disadvantaged people use computers by providing training and advice to individuals and groups. They run tutorial sessions each week for people who have used mental health services. All their services are free, and they aim to make lessons fun and relaxed. Tutorials are provided one-to-one in different locations and at different times. Potential learners can contact them direct, or ask Lifecraft or a member

of the mental health services to refer them. They welcome visitors to their training room at the Hester Adrian Centre 10.00am–4.00pm Monday to Friday.

16 Looking After Yourself

Recovery from the disabling effects of being diagnosed with a mental health problem is possible. It means different things to different people and can be achieved in many different ways. The concept of recovery has developed since the 1980s when service users began publishing their own accounts about the course of their lives following a diagnosis of severe mental illness. Literature is available, and there is also policy guidance to support the concept of recovery being embraced within services.

Despite differing opinion there is consensus about what recovery is and what it isn't.

Recovery is personal, individual and unique. It is about:

- hope and belief
- acceptance
- valuing ourselves and our experience
- using our skills, talents and personal resources

- using support that is empowering not disabling
- taking control back and taking responsibility
- making new relationships and maybe repairing old ones
- sharing our stories with others to help them
- using our energies, passion and anger in a positive way
- challenging stigma and discrimination

. . . And what it isn't:

- It is not about giving up or giving in
- It is not about relying on others (including mental health professionals) to have all the answers.
- It is not about blaming ourselves or feeling ashamed about the traumas that still cause us pain and distress
- It is about not accepting the labels, stereotypes or prognoses of doom
- It is not about defining ourselves as less than the whole people we are

In Cambridgeshire, the Working Together for Recovery group (see page 28) has a website to give help and advice for those seeking to make recovery from mental health problems an achievable goal. It has sections covering many areas of life such as work, housing advice, physical and mental wellbeing, plus many others. The group itself meets once a quarter at the Anglia Ruskin University for a lunch and to hear speakers discussing issues and news relating to mental health. The lunch is free and open to all who have involvement in this sector be they service users or health care professionals. More information can be found on their website at www.workingtogetherforrecovery.co.uk.

Physical Health

Camquit – NHS Stop Smoking Service

The Mill House
Brookfields Hospital
351 Mill Road
Cambridge CB21 3DF
Telephone: 01223 723022
Fax: 01223 723040
Email:

Karen.cowan@cambsmh.nhs.uk
Website: www.camquit.nhs.uk

Camquit offer friendly advice and counselling about quitting smoking. There are two parts to the service. Firstly, they offer appointments with ongoing one-to-one support. They also run quit groups where smokers all agree to quit smoking on the same day. The group meets once a week for a total of six weeks. Contact Camquit on the above number to make an appointment if you are thinking about quitting smoking or if you would just like some advice on the phone.

Sports Development Office

Sports Development Team
Active Communities
Hobson House, St Andrews Street
Cambridge CB2 3AS
Telephone:
01223 457543 or 457538

The Cambridge City Council Sports Development Service provides a program of activity for community mental health service users called the Invigorate Project. There are a wide-ranging number of activities on offer including swimming, yoga, gym sessions, football and badminton. Emphasis during the sessions is to be physically active, and to have fun in a social setting. There is a buddy system in place for those who feel they may need a little extra support. Service users will be asked to complete a short questionnaire so that they can be issued with a membership card.

There is also a mental health focus group which has a great responsibility in shaping and developing the work that the service offers, with the aim of

encouraging more service users to participate in physical activity opportunities. Membership of the group is voluntary and open to any service user. Please telephone the above number for more information on the focus group or any of the activities that the City Council has to offer.

Cambridge YMCA

Queen Anne House
Gonville Place, Cambridge CB1 1ND
Telephone: 01223 356998
Fax: 01223 312749

Email:

paul.huzzey@theymca.org.uk
Website: www.theymca.org.uk

They have a befriending scheme for people with special needs or disabilities, including mental health problems. Volunteer 'befrienders' work one-to-one in a gym setting. The sessions are free to volunteers. The partner can attend the sessions at a reduced rate if on benefits or low income. To arrange to go to the gym contact Paul Huzzey on 01223 273810.

City Leisurecard/THEcard

For information or an application form please contact:

Cambridge Parkside Pools

The City Leisurecard

Gonville Place, Cambridge CB1 1LY

Telephone: 01223 446104

The City Leisurecard (18+ years) and THEcard (3-17 years) are discount cards available to Cambridge City residents, which entitle the holder to money off many leisure facilities and activities including the City Sport programme.

Leisurecard B and THEcard B are available to Cambridge City residents (if you pay your council tax to Cambridge City Council).

Leisurecard Student and THEcard Student are available to students (aged 16+) who are Cambridge City residents.

Leisurecard A and THEcard A are available if you are a resident in Cambridge City and you are in receipt of a means tested benefit. These include Family Tax Credits, Housing Benefits, Council

Tax Benefits, Disability Living Allowance, Pensions Tax Credit and Job Seekers Allowance.

To apply for a Leisurecard/ THEcard you will need to complete an application form, which can be obtained from any of the places listed below, and deliver it in person to Cambridge Parkside Pools, The Abbey Pool, or Cherry Hinton Village Centre or by post to the address detailed above.

Fitness 4 Health Scheme in South Cambs

South Cambs District Council

Telephone: 01954 212042

Email: lynnepotter@btconnect.com

Contact the Health and Exercise Development Co-ordinator

To join the fitness for health scheme, you must be referred by a health professional. You can then make an appointment for a Fitness 4 Health assessment. There are a number of centres that offer the scheme in South Cambs. You will need to make an appointment for a personal assessment, following which you will be

given a tailor-made fitness programme. You will have two supervised classes per week for 12 weeks followed by a final assessment to see how well you have achieved your goals. Our aim is to help you to choose regular activities to continue with a healthy active lifestyle. All centres have an extensive range of activities.

Kelsey Kerridge Sports Centre

Queen Anne Terrace

Gonville Place

Cambridge CB1 1NA

Telephone: 01223 462226

Fax: 01223 363889

Email: info@kelseykerridge.co.uk

Website: www.kelseykerridge.co.uk

A wide range of sports are offered. Some concessions are available for those with a disability or are on other benefits.

South Cambs Sports Development Team

South Cambridgeshire District Council

Cambourne Business Park

Cambourne CB23 6EA

Telephone: 01954 713362

Email:

jane.lampshire@southcambs.gov.uk

The team provides a variety of different sports and exercise sessions specifically for users of mental health services. A professional referral is required.

Start-Up Exercise Referral Scheme

The Abbey Pool, Whitehill Road
Cambridge CB5 8NT

Telephone: 01223 415151

Fax: 01223 457539

Website: www.cambridge.gov.uk/start-up
Contact the Start-up Team

Start-up involves health professionals who are registered with the scheme, referring patients who would gain health benefits from leading a more active lifestyle. Each patient is referred to an exercise professional for personalised advice and an exercise program.

The program runs for a period of 12 weeks, during which the patient is monitored and encouraged towards a more active lifestyle. If you are interested please speak to your health profes-

sional, whether this be your GP, nurse, occupational therapist, dietician or physiotherapist. For more information regarding the scheme, please contact the Start-up Team.

Arts

Arts and Minds

Chair, Richard Taylor

Telephone: 01799 541522

Email:

Richard.taylor@artsandminds.org.uk

Development Associate, Kay Goodridge

Telephone: 07974 786802

Email: kay.goodridge@artsandminds.org.uk

Arts and Minds is a local charity which believes that access to and participation in all forms of creative and expressive arts is good for people's health and well-being. The charity runs artist-led projects throughout Cambridgeshire and Peterborough for small groups of participants who are vulnerable or at risk, many with a mental illness or

learning disability. Projects are often offered in partnership with other local voluntary organisations. Art forms include creative writing and storytelling, painting, pottery, textiles and photography.

Lifecraft Arts Programme

Contact the Lifecraft office (01223 566957) 12noon–5.00pm on weekdays.

Lifecraft runs a number of weekly arts groups for its members (people with mental health needs) in Cambridge, including a singing group, a creative writing group, an arts and crafts group and a music group. Lifecraft members have produced a poetry anthology and music CDs and have organised art exhibitions of members' work. The Lifecraft Singers and the Lifecraft Poets have performed successfully in many local venues over the years. All levels of ability are catered for and members who had never written poetry or sung before have found themselves being published or performing in public, much to their delight.

Tuesday 2.00pm–4.00pm Music Group

Wednesday 12noon–1.30pm Lifecraft Singers

Wednesday 2.30pm–4.00pm Poetry/
Creative writing

Friday 1.00pm–3.00pm Arts and Crafts group

See page 58 for Lifecraft main entry and details of other services.

Millennium Arts Project (MAP)

Telephone: 01223 881267

Voluntary Co-ordinator: Christina Rowland-Jones

Run by Friends of Fulbourn Hospital and the Community, MAP places Artists-in-Residence on the hospital wards, in day centres and related community settings. This is to give pleasure and provide activity and intellectual stimulation on an informal basis, for anybody of any age who has a mental health problem, together with carers. It covers the arts generally, such as pottery, textiles, art, mosaics, dance, music, storytelling and poetry.

Inspire – wellbeing through arts

2a Cambridge Road, Milton

Cambridge CB24 6AW

Telephone: 01223 441106

Email: admin@inspire.org.uk

Website: www.inspire.org.uk

Inspire is a Cambridge-based charity which designs and runs high quality arts projects for people with disabilities, mental health problems and/or long-term health problems. The work can help people to learn skills, overcome difficulties, express themselves, integrate into the community, improve their quality of life and gain recognition for their abilities and talents.

Michaelhouse Chorale

Trinity Street, Cambridge CB2 1SU

Telephone: 01223 309167

Email: sue@michaelhouse.org.uk

Website: www.michaelhouse.org.uk

The Michaelhouse office is open 9.00am–5.00pm Monday to Friday. Michaelhouse is a charity, and one of its aims is to support mental health agencies and projects. In collaboration with Arts and Minds the

Michaelhouse Chorale was set up in November 2007, and is now flourishing. It is a drop-in singing group, designed for those with mental health issues, and carers, and anyone else who just wants to have fun singing in a beautiful space! No experience of musical talent required. The group meets between 2.30pm and 3.30pm on Friday afternoons. Michaelhouse also has a hall and meeting rooms and is keen for these to be used by mental health organisations at rates which may be subsidised.

Escape Artists

Telephone: 0207 6550909

Email: info@escapeartists.co.uk

Website: www.escapeartists.co.uk

Escape Artists offers a wide range of accredited and non-accredited arts based workshops and productions tailored to suit the needs of its client groups. Primarily drama focused, they also work with other art forms such as music, video, creative writing, photography and dance depending on requirements.

Street Voices

Telephone: Kay: 07773 109538

Janet: 07921 872363

Email: kay@naturalvoice.net

Website: www.streetvoices.org.uk

Street Voices is a music group for homeless/ex-homeless people in Cambridge. They are supported by the ECHG Missing Links project and organised by voice teacher/community musician Kay Barrett. The group meets most Friday mornings at Akeman Street Community Centre and also plays gigs on a regular basis. They have a lively, mainly acoustic sound. No experience needed, just a love of music. If you would like to find out more, please contact Kay or Janet by email or phone.

Websites

These are free websites that have been recommended by experts in the field as effective and developed by academics at several universities in the UK and Australia:

MoodGym

www.moodgym.anu.edu.au

Living life to the full

www.livinglifetothefull.com

Feel Better

www.kpchr.org/feelbetter

17 Transport

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As well as conventional public transport services in the area there are a number of other alternatives that may be able to assist. These schemes may be able to transport individuals or groups to attend groups and activities and enable people to socialise, which can have a positive effect on a person's mental health. These schemes can help to get people with transport difficulties out and about. Many feel that difficulties in accessing transport can increase the feeling of loneliness and isolation that can affect those people with a mental health need.

There are a number of different transport services available, for example community transport schemes that aim to offer transport for essential journeys to those who may be excluded from using conventional methods of public transport. Such exclusion could include mobility difficulties getting to or onto public transport.

Community/ Voluntary Transport Schemes

There are numerous voluntary car schemes available in the Cambridge City and South Cambs area, and throughout the county. These schemes offer organised lifts to those needing to make essential journeys where no suitable public services exist. Mental health problems and other kinds of disability are considered possible reasons for public transport being an unsuitable option. Typical journeys may include GP surgery, dentist, chiropody or optician's appointments, or visiting friends and relatives in hospital. Under special circumstances this may include those attending outpatients medical appointments.

Journeys are usually arranged by telephone, by contacting the scheme closest to you. There will be a set fare, which is set by each scheme. You need to book two days in advance. It is important to check the types of journey the schemes may undertake as each scheme sets its own criteria on

the purpose of each journey.

For details of your local voluntary car schemes please either look on the website detailed below or contact the Community Transport Officer:

Website: www.cambridgeshire.gov.uk/communitytransport

**Community Transport Officer
Cambridgeshire County Council
Passenger Transport Services
Box ET 1015, Shire Hall
Cambridge CB3 0AP**

Telephone: 01223 717755

Email:

community.transport@cambridgeshire.gov.uk

Taxi Card Schemes

These offer a subsidy for taxi travel made by members of their schemes.

Cambridge City Council Taxi Card Scheme

**Cambridgeshire City Council
The Guildhall, Cambridge CB2 3QJ
Telephone:** 01223 457316

Cambridgeshire County Council also administers the South Cambs Taxi Card Scheme. Please contact the Community Transport Officer at Cambridgeshire County Council on 01223 717755 for further details.

Concessionary Travel

Concessionary Bus Fare Scheme

The 'bus pass' gives you a reduction on all fares on all local bus services throughout England from 1st April 2008. If you have a pass because you are blind or partially sighted then you travel free. To be eligible for a statutory bus pass you must live in the relevant district or area and either have reached the age of 60 (men and women) or are disabled according to a number of eligibility criteria. Full details of eligibility criteria and how to apply can be obtained from your local city or district council office, or from most local post offices. You can also request an application form and leaflet by contacting one of the following:

Cambridge City Council

Telephone: 01223 457707

South Cambs District Council

Telephone: 08450 450500

Railcards

Website: www.railcard.co.uk

A number of railcards are available and offer discounts on most rail fares. Information on railcards and how to apply can be found at main railway stations or at the website above.

Transport to Health Services

In some cases, it may be possible to arrange hospital-based transport for those unable to use public transport, either because of disability or the nature of treatment received, or because you live in an area with no public transport. Discuss with your GP about whether you meet the criteria for hospital transport for your appointment. If this cannot be arranged then it may be possible to get assistance from a voluntary car scheme. Please see details above for more information.

Help with Travel Expenses

Patients using public or private transport to receive NHS treatment may obtain assistance with their travelling expenses if they are in receipt of certain benefits or on low income.

Leaflet H11 outlines who is eligible and how to receive payments. This leaflet is produced by the Department of Health and is available from Social Security Offices, GPs and NHS Hospitals.

For more information on transport in the locality please contact the Community Transport Officer for a copy of the Cambridgeshire County Council Community Transport Guide.

Accessibility

There is an increasing number of vehicles that have been adapted and modified to make them easier to use. Many buses now have designated seating for disabled passengers and space may be provided for a wheelchair or pushchair. Other taxi and minibus operators may have accessible vehicles. It is always best to check with

the service operator whether accessible vehicles are available on the service you wish to use.

Shopmobility Schemes

These schemes assist shoppers and are available at locations in Cambridge City Centre:

Cambridge Shopmobility

Shopmobility is a scheme to provide electrically powered scooters, wheelchairs and manual wheelchairs to help people who have limited mobility – through permanent or temporary disablement, illness, accident or age – to shop and use the facilities within Cambridge. Escorts can also be hired free of charge Monday to Friday for up to two hours.

Grand Arcade Shopmobility

Telephone: 01223 457452

Opening hours: 10.00am–4.00pm Monday to Saturday.

The office can be found at the first turning on the right after entry into the Grand Arcade Car Park (formerly Lion Yard Car Park).

Grafton Centre Shopmobility

Telephone: 01223 461858

Opening hours: 10.00am–4.00pm Monday to Saturday and 11.00am–5.00pm Sunday.

The office can be found at Level 4 Grafton East Car Park.

Local Bus Services

Stagecoach

Telephone: 01223 423578

Go Whippet

Telephone: 01480 463792

Burtons Coaches

Telephone: 01440 702257

Huntingdon & District

Telephone: 01480 453159

Park and Ride in Cambridge

Services run every ten minutes into the City Centre, Monday to Saturday from five sites on each of the main roads into Cambridge. Park and Ride services have stops in St. Andrews Street, City Centre and at the Hospital. In addition, the 99 service serves Addenbrooke's

Hospital. Just park your car at any of the sites and pay the fare on the bus.

General, Local and National Travel

National Rail Enquiries

Telephone: 08457 484950

Textphone: 0845 6050600

Website: www.nationalrail.co.uk

Traveline

Telephone: 0871 2002233 (open 7.00am–9.00pm)

Calls from landlines cost 10p per min.

Website: www.traveline.org.uk

First Capital Connect Assisted Travel Line

Telephone: 0800 0582844

(FREEPHONE)

First Capital Connect Customer Relations

Telephone: 0845 0264700

Email: [customer.relations.fcc@](mailto:customer.relations.fcc@firstgroup.com)

firstgroup.com

Fax: 0845 6769904

Open seven days a week, from 7.00am –10.00pm except Christmas Day.

Are you a Carer?

A carer is anyone who spends time and energy looking after (in an unpaid capacity) a friend, relative, neighbour or spouse who is ill or disabled. This may be a full-time activity or as little as keeping a regular eye on someone. You may not think of yourself as a carer because you undertake your tasks out of love or friendship. Many carers do not recognise themselves as such and therefore do not always seek information or know where to look for further help.

Your own needs as a Carer

It is essential for a carer to be aware of the need to look after their own health and mental well being. Carers are vulnerable to poor health and depression. Regular breaks from caring are advisable. Isolation can be a major problem. It is important for carers to maintain and cultivate connections outside the home.

As part of the Care Programme Approach (CPA), the mental health services are in a position to meet the needs of carers more effectively than in the past. The CPA Care Co-ordinator in the community, or primary nurse on a ward, has the role of identifying carers in each case, and then talking to them to see what they need. You may need information, time booked with a psychiatrist, support through carers' self-help groups, or professional advice, amongst other things. Under the Carers and Disabled Children Act 2000 you are entitled to an assessment of your own needs as a carer if you are providing regular and substantial care and the person you care for may be eligible for help with their social care needs. (This right exists whether or not the person you care for is on the CPA.)

Carers' Assessments

A carer's assessment is an opportunity to look at how being a carer is affecting you. The assessment may lead to a range of services being provided to

you, to help you carry on in your caring role. These might include: information and advice, for example on local mental health services or types of treatment, discussion about helping you have a break (either a regular break during the week or a longer break through the provision of alternative care and support for the person you care for). It might also be possible to request financial assistance through the Carer's Grant, where a particular item or service could make a difference in helping you to continue to care.

Crisis Support

The Emergency Duty Team

Park House, Shire Hall

Cambridge CB3 0AP

Telephone: 01733 234724

The team is made up of experienced social workers, who have a generic role, but they are also Approved Social Workers. If a person needs to be voluntarily admitted to hospital or 'sectioned' under the Mental Health Act 1983 outside normal working hours,

the Emergency Duty Team will be called. In a mental health crisis they will only visit people's homes if it seems likely that sectioning will be necessary, but they will give advice over the phone in other cases.

The **Cambridgeshire Emergency Duty Team** are contactable via an answering service on 01733 234724, outside normal office hours, from 5.00pm-8.45am Mondays to Thursdays and from 4.25pm on Fridays, throughout the weekend and until 8.45am on Mondays, or Tuesday if Monday is a bank holiday.

Lifeline

See Page 34

Groups and Carers' Support

Rethink (Cambridge Schizophrenia Fellowship Group)
PO Box 50, March PE15 8XE
Telephone/Fax: 01354 655786 (office)
Telephone: 01354 652042 (out-of-hours)

Mobile: 07860 589758
Email: david-w-jordan@tinyworld.co.uk

*Contact: David Jordan, Chairman/
Co-ordinator*

The above numbers operate the Cambridge CARELINE. The Careline is available on a 24-hour, 365-day basis for carers of people with psychotic illness in the Cambridge area. Cambridge Group is a purely voluntary group run by carers for carers of people with schizophrenia and other severe and enduring mental illnesses. The group offers one-to-one support.

The group campaigns on local mental health issues and raises and increases the profile of carers' issues at local level and also, where necessary, at national level. There are no subscriptions or charges for membership of the group. Members receive a monthly newsletter. Group meetings are held monthly, on the last Wednesday of the month, alternating discussions and guest speakers. Social gatherings are also held.

Cambridge MDF Bipolar Self-Help Group

C/o 6 Beechwood Avenue
Melbourn SG8 6BH

Email: mdf@mdfcambridge.org.uk
Website: www.mdfcambridge.org.uk

Contact the group on 0845 434 9780 (evenings and weekends preferred, may be answering machine at other times) or write to the Secretary at the above address. The group gives support to people with manic depression, their families and carers. They usually have monthly meetings, some with specialist speakers. They also produce a newsletter, useful information and support from other members. Contact them for details.

Cambridge Carers' Group

City Community Mental Health
Teams

Auckland Road Health Clinic
Auckland Road

Cambridge CB5 8DW

Telephone: 01223 533300

The Cambridge Carers' Group is open to all carers and relatives of people

with mental health problems aged 17-64 who are registered with Cambridge City GPs. The group meets monthly from October to June offering information and advice, support from staff and other carers and provides a forum for discussion. Please contact the CMHT detailed above for more information.

Turning Point for Carers

Telephone: 0845 6017881 (local rate number) or **01480 356971**

Email: ILM@turning-point.co.uk

Turning Point Carers support service offers support to people who care for an adult with mental ill health. The Carers service covers South and East Cambs, Ely and Huntingdonshire. If you care for someone on a regular basis and would like information on mental health, your rights as a carer, or you would like to talk to someone, make contact with the details listed above. Carers are welcome to contact the project directly or they accept referrals from any partner agency.

Hilltop Carers' Support Team

Hilltop Day and Carers' Centre

Primrose Street

Cambridge CB4 3EH

Telephone: 01223 712055

Email:

sharon.pearce@cambridgeshire.gov.uk

The Carers' Support Team based at the Centre provides a focus for support to carers including information and advice. It is also the base for the Carers' Support Manager who is available to:

- help carers know what statutory and voluntary support is available in the area
- help support groups and networks to develop, giving a voice to carers and stressing their needs.

The Carers' Support Manager has strong links with people who are in a position to help carers. The project worker also distributes the Carers' Newsletter. There are a number of local carers' groups in South and East Cambridgeshire. Please ring the centre for details.

Carers UK

32-36 Loman Street

Southwark, London SE1 0EE

Telephone: 020 7922 8000 (admin)

Fax: 020 7922 8001

Email: info@carersuk.org

Website: www.carersuk.org

Telephone helpline: 0808 8087777

(Wednesdays and Thursdays 10.00am–12noon and 2.00pm–4.00pm)

Publication ordering:

0845 241 0963

They provide information and advice for carers, as well as a range of written publications. They also campaign for better treatment for carers.

Carers UK Ely and Cambridge Branch

5 Mayfield Close

Ely CB6 3AB

Telephone: 01353 663928

The group provides information, advice and support for carers of people with any kind of health problem. They can put people in touch with other carers in similar circumstances. They can also direct people towards the Young Carers group, which helps

young people who are caring for relatives.

Breaks for Primary Care Givers

Crossroads (Cambridge City)

Lincoln House
The Paddocks
347 Cherry Hinton Road
Cambridge CB1 8DH
Telephone: 01223 415600
Fax: 01223 415414
Email: jayne.kalton@crossroads-cambridge.org.uk
Website: www.crossroads-cambridge.org.uk

Are you a primary care-giver for a family member or friend? If you care for someone who needs support to remain at home because of ill-health or disability (including mental health difficulties), Crossroads may be able to provide support to enable you to take a break from those responsibilities. Care is provided in the community and aims to meet each individual's special

needs with continuity of staff and regular visits. Care can sometimes be provided free or can be purchased privately or by statutory authorities. Office hours are Monday to Friday 9.15am–4.15pm.

Centre 33 Young Carers' Project
See Children and Young People's chapter page 99 for details.

Websites

Caring for Someone

www.direct.gov.uk/en/CaringForSomeone

This is a government website which gives information on: employment, education, rights, legislation, looking after yourself and getting support.

Mind Information: Carers Factsheet

www.mind.org.uk/Information/Factsheets/Carers

This factsheet outlines the help and services that are available for carers of people with mental health problems.

For more information on the emotional aspects of the caring role see Mind's booklet *How to Cope as a Carer*.

Mental Health Care

www.mentalhealthcare.org.uk

This website is aimed at anyone providing support to someone experiencing mental illness. It contains information about mental health and mental illness, research findings from the Institute of Psychiatry and South London and Maudsley NHS Foundation Trust and personal stories written by carers. From the Institute of Psychiatry, King's College London, the South London and Maudsley NHS Trust and Rethink.

Mental Health Forum

www.mentalhealthforum.net

See *Advocacy Information and Advice chapter page 63 for description*.

Children and Young People

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Brookside Family Consultation Clinic

18d Trumpington Road
Cambridge CB2 8AH
Telephone: 01223 746001
Fax: 01223 746002

Website: www.cambs.cambsmh.nhs.uk

Brookside Family Consultation Clinic is a specialist child and adolescent mental health service. It is part of the NHS, and is provided by Cambridge and Peterborough NHS Foundation Trust. The Clinic is staffed by teams of mental health professionals including psychiatrists, psychotherapists, nurses, psychologists, family therapists, primary mental health workers, play and art therapists, social workers and other mental health workers as well as administration staff. They are a teaching clinic where research and training are integral to their services and part of their efforts to provide high quality services. They also have close links with the local Children's Disability Team, which works with children and adolescents who have significant learning difficulties and with specialist inpatient

mental health services at Ida Darwin Hospital at Fulbourn.

Brookside Family Consultation Clinic accepts referrals of children and adolescents from 0 to 16 years from relevant professionals, but they do not accept self-referrals from children and families. If you have any worries about your child you should first talk to your GP, child and family nurse, paediatrician (children's doctor), teacher or social worker. He or she may be able to help you resolve the problem or may make a referral to this service. Open Monday to Thursday, 9.00am–5.00pm and Friday 9.00am–4.30pm.

The Croft Child and Family Mental Health Unit

Ida Darwin, Fulbourn
Cambridge CB21 1EE
Telephone: 01223 885800
Fax: 01223 885801

Email: sharon.kenny@cambsmh.nhs.uk
Website: www.thecroftchildandfamilyunit.nhs.uk

The Croft Child and Family Unit is an NHS residential inpatient and day patient service for children with mental health problems and their families. They provide intensive assessment and treatment for children with complex developmental, emotional, behavioural and social difficulties. They also offer intensive work with parents to develop their parenting skills.

The Darwin Centre for Young People

Ida Darwin, Fulbourn
Cambridge CB21 5EE
Telephone: 01223 885850
Fax: 01223 885851

The Darwin Centre for Young People is a psychiatric inpatient unit for young people between the ages of 12 and 18 years suffering from severe mental health problems.

Phoenix Centre

Ida Darwin, Fulbourn
Cambridge CB21 5EE
Telephone: 01223 884314
Fax: 01223 884313
Website: www.phoenixcentre.nhs.uk

The Phoenix Centre is based at the Ida Darwin site. They provide an in-patient, day-patient and out-patient service for adolescents who have eating disorders. They recognise the need to work closely with the young person and with their family and others involved in their care. Local referrals can be made through GPs. Other referrals need to be made through the young person's child and adolescent psychiatrist.

Drinksense – Young People's Service

Dashwood House

185 East Road, Cambridge CB1 1BG

Telephone: 01223 350599

Fax: 01223 363876

Email: cambridge@drinksense.org

Website: www.drinksense.org

This service covers Cambridge City, South and East Cambridgeshire. Drinksense Young People's Service works with young people up to 19 years and provides education and support. The service aims to reduce alcohol misuse and risk-taking

behaviour. The service offers: alcohol education and prevention, advice and information in a range of young people's settings including schools, youth clubs, hostels etc. Tailored workshops/campaigns are provided with key messages around alcohol and risk-taking behaviour including 'STAY with your Mate'. Individual support is offered for young people who may be concerned about their own alcohol use or are affected by someone else's. With links/referrals to a range of agencies and transitional work to adult services.

Call Monday to Friday, 9.00am–5.00pm (24hr answer phone).

Cambridge Contraception and Sexual Screening Clinic

The Laurels, 20 Newmarket Road
Cambridge CB5 8DT

Telephone: 08456 505152

There is a drop-in service for people aged twenty and under only on Saturdays from 12.30pm–1.30pm. The Family Planning Service is open to all

ages at other times by appointment only. The opening hours for this are: Monday to Thursday 10.30am–1.30pm/4.30pm–7.30pm, Friday 10.30am–1.30pm and Saturday 10.30am–12.30pm.

Castle Project (Housing)

Offices C & D Dales Brewery

Gwydir Street, Cambridge CB1 2LJ

Telephone: 01223 566737

Fax: 01223 566739

Email:

castle.project@richmondfellowship.org.uk

They provide supported accommodation and floating support for young people (16-25) moving towards independence. Each person has a key worker who offers practical and emotional support. Access to a daily drop-in and activity programme, which can include an arts project and annual holiday are also part of the package. Places are funded mainly by Supporting People.

Centre 33

33 Clarendon Street
 Cambridge CB1 1JX
 Telephone: 01223 314763 (office)
 Telephone: 01223 316488 (helpline)
 Telephone: 01223 307488 (young
 carers)

Email:

youngcarers@centre33.org.uk

Email: help@centre33.org.uk

Website: www.centre33.org.uk

Centre 33 provides free and confidential information, pregnancy testing, condoms, internet use and counselling for young people aged 25 and under. They also run a young carers' project for people aged 18 and under, and a housing advocacy and support project for people aged 25 and under. Opening hours are Monday to Wednesday 10.00am–8.15pm, Friday and Saturday 10.00am–1.30pm.

Childline

Telephone: 0800 1111
 24-hour helpline for children

Ormiston Travellers' Initiative Cambridgeshire

Travellers Advocacy and Information Service

7e High Street, Fenstanton
 Huntingdon PE28 9LQ
 Telephone: 01480 496577

Fax: 01480 496566

Email: advocacy@ormiston.org

Website: www.ormiston.org/home.html

Ormiston Children and Families Trust works to promote the wellbeing of children and young people, especially those disadvantaged by their life experiences or circumstances. This is achieved through direct service provision and by raising awareness of related issues through research, publications, conferences and events. Travellers represent the largest minority ethnic group in the county of Cambridgeshire. Project services include:

- A range of activities aimed at supporting children and young people within travelling communities
- An outreach team who work to ensure that travelling communities are involved in relevant consultation with service providers, enabling service delivery to be shaped to meet this community's needs
- An advocacy and information team which works with individual travellers ensuring that they are able to find out about and access the services they need, the team includes a specialist advocacy worker for those travellers needing to improve their emotional wellbeing.

Romsey Mill Trust Ltd

Hemingford Road

Cambridge CB1 3BZ

Telephone: 01223 213162

Fax: 01223 411707

Email: admin@romseymill.org

Website: www.romseymill.org

Romsey Mill creates opportunities with marginalised young people and families, with an emphasis on participation and on building long-term relationships. The charity helps to reduce isolation, improve wellbeing, increase self-esteem and confidence, develop skills and raise the aspirations of those who access its services. This is achieved through a variety of different programmes. For their Young Parents Programme see page 112.

**Cambridge and Peterborough
YMCA**

Queen Anne House

Gonville Place, Cambridge CB1 1ND

Telephone: 01223 356998

Fax: 01223 312749

Email:

Justin.hicks@theymca.org.uk

(Justin Hicks, Housing Manager)

Email:

Joanne.davis@theymca.org.uk

(Joanne Davis, Senior Project Manager)

Website: www.theymca.org.uk

Cambridgeshire and Peterborough YMCA (Cambridge site) is a supported accommodation project with 78 bed spaces. This is broken down into 18 bed-sits, 11 flatlets, 9 shared flats and 31 single studio flats. They house people from the ages of 16-28.

Each resident is allocated a key worker when they move in. This is usually the person who interviewed them. Keyworkers' tasks include addressing primary needs in terms of benefits including CCGs, housing benefit, health care (registering with local dentists, doctors), educational needs and identifying any issues that may need addressing to allow the young person to settle in and move towards independence eg domestic/life skills. This will include looking at the possibility of mediation as going home is a

positive move if appropriate.

All housing applications are on a referral-only basis from the following agencies: Cambridge City Council, South Cambs District Council, East Cambs District Council, 16+ Service, Connexions, Centre 33, Probation, Youth Offending Service.

Young Adults' Service (YAS)

18a Trumpington Road

Cambridge CB2 8AH

Telephone: 01223 726145

Fax: 01223 726141

The YAS is a psychotherapy treatment service for young adults aged between 17-25 with moderate to severe mental health needs. Referrals must have backing from a GP or another relevant professional. A first consultation will be arranged to establish what the service may offer; individual, group or family therapy for example, or to advise some other approach and help. If it is agreed that treatment will follow then there will be a wait until the appropriate therapy can be provided. Please telephone

on the above number with all enquiries.

SexYouality – 2BYouth

Office B, Dales Brewery

Gwydir Street, Cambridge CB1 2LJ

Telephone: 01223 369508

Email: info@2byouth.co.uk

Website: www.2byouth.co.uk/

Support and friendship is offered for young LGB people in Cambridgeshire discovering their sexuality. They run a number of different services for young people including a weekly drop-in group for 16-24 year olds. For more information call or email using the details above.

Websites

Young Minds

www.youngminds.org.uk

Young Minds is a national charity committed to improving the mental health of all children and young people under 25. They do this through giving advice, training, campaigning and distributing publications.

The '*Guide to Rough Times*' – Cambridge version can be downloaded from the Cambridgeshire and Peterborough NHS Foundation Trust website. (www.cambsmh.nhs.uk)

It is written for young people and contains more information than is available here.

20 Women

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Lifecraft Women's Group

Telephone: 01223 566957

Email: info@lifecraft.org.uk

(see page 58 for full Lifecraft details)

The Lifecraft Women's Group for women with mental health issues meets every Thursday 2.00pm–4.00pm at Lifecraft in Cambridge. It is open (free) to women members of Lifecraft and provides a range of activities such as art, aromatherapy and creative writing. Women members are involved in deciding the quarterly programmes.

Cambridge Women's Coalition

Telephone: 01223 457063

Email: women@Cambridge.gov.uk

Cambridge City Council is currently supporting the development of a new coalition linking different women's groups together in the city. Aiming to reach women and find out what their concerns are, Cambridge Women's Coalition will work to share information, provide support and organise events that are interesting and relevant

to local women. The Coalition helps to organise the city's celebrations of International Women's Day in March, and is a point of contact for women to air their views and get involved.

Cambridge Women's Resources Centre

Hooper Street

Cambridge CB1 2NZ

Telephone: 01223 321148

Email: enquiries@cwrc.org.uk

Website: www.cwrc.org.uk/

Cambridge Women's Resources Centre offers a supportive environment for all women returning to work, already at work or balancing a demanding home life, including those with mental health problems and disabilities. The Centre provides training and support for women in the Cambridgeshire area. Courses include computing, creative writing, woodwork, ESOL, assertiveness and Tai Chi. Some courses are free, for example literacy and maths. When funding permits, we offer a range of free and low-cost workshops, which have included sports and leisure

activities, arts, crafts and computing. Contact us to join our mailing list for these workshops. Free childcare is available for women using CWRC services.

There is a drop-in for employment advice during term time on Wednesdays 10.00am–2.00pm. If more help is needed, additional appointments can be made.

Cambridge Women's Aid

PO Box 302

Cambridge CB1 1EA

Telephone: 01223 460947

Outreach Service Telephone:

01223 361214

Fax: 01223 354700

Email:

admin@cambridgewa.org.uk

Website: www.womensaid.org.uk

They offer refuge and support to women and their children escaping domestic abuse. They provide a safe house and help with practical problems or housing, legal proceedings, benefits etc. They also offer help and support to women and their children

experiencing domestic abuse who are not living in the refuge and can arrange to meet with women to talk confidentially. Rental charges for the refuge are usually covered by Housing Benefit.

Cambridge Women and Homelessness Group/Corona House

1 Corona Road, Cambridge CB4 3EE
Telephone: 01223 369125

Email: corona_house@yahoo.co.uk

The group runs two houses for homeless women without dependants. Corona House is a six-bed hostel providing temporary accommodation with support and there is a 'move on' house, which provides permanent accommodation for two residents. Support is also provided for 40 ex-residents now living in the community and there is an informal drop-in service for ex-residents. Support during office hours and an emergency contact number at other times. Women can refer themselves, but referrals also come from other agencies.

Mid Life Crisis Groups for Women

Michaelhouse, Trinity Street,
Cambridge, CB2 1SN
Telephone: 01487 840674 and
01954 211318

Email: tipinfo@ukonline.co.uk

Website: www.michaelhouse.org.uk

These are 'experiential psychotherapy' groups held during the daytime and evenings on a weekly basis. They are led by two qualified Psychotherapists registered with BACP and UKCP. Women can attend the groups for as long they need them. Many mid-life issues are covered, including relationships, living alone, depression and menopausal mood swings. Fees negotiable.

Orwell Housing Association

Whitworth House
109 Chesterton Road
Cambridge CB4 3AR
Telephone: 01223 517287

Fax: 01223 517286

Email: whitworthhouse@orwell-housing.co.uk

Whitworth House provides temporary accommodation of up to two years for single homeless women aged 16-25 with low support needs. They have 13 spaces. 24-hour low-level support is provided. Self-referrals and referrals from other agencies are accepted. People can either telephone or call in to get an application form. On receipt of application form an interview will be arranged.

Cambridge Rape Crisis Centre

Box R, 12 Mill Road
Cambridge CB1 2AD
Telephone: 01223 245888

Email:

contact@cambridgerapecrisis.co.uk

Website: www.cambridgerapecrisis.co.uk

Women who provide support, advice and information for women survivors of rape and sexual abuse. Telephone support offered. The phone line is open Monday 6.30pm–9.30pm, Wednesday 6.30pm–9.30pm; answer machine only at all other times.

**Child and Domestic Abuse
Incident Unit**

Central Referral Unit
Huntingdon PE29 6NP
Telephone: 0845 4564564
Fax: 01480 428129

The unit is divided into two sections. People needing advice can contact the unit directly 8.00am–5.00pm Monday to Friday. There is an answer phone at all times but it is best to speak to someone in person.

Child Abuse

This section consists of child protection police officers. If you have any serious concerns regarding child protection, call the number above. This unit can also be contacted for general advice. The Child Domestic Abuse Investigation Unit liaises with other agencies including Social Services. Although this entry is included in the Women's section of the handbook, men are welcome to use the unit.

Domestic Abuse

This section deals with abuse between adults aged 18 and over.

Bristol Crisis Service for Women

PO Box 654, Bristol BS99 1XH
Telephone/Fax: 0117 9279600
(office/administration)
Telephone: 0117 9251119 (helpline)
Website: www.users.zetnet.co.uk/bcsw
Helpline service for women in distress.
Friday and Saturday nights 9.00pm–
12.30am and Sunday evening
6.00pm–9.00pm. They also provide a
range of information about self-injury
and self-help groups, and provide
workshops and training for profession-
als working with people who self-
injure.

James Ward

Telephone: 01223 586889/586873

This is an acute admission ward for older people with 22 beds based on Addenbrooke's hospital site. James Ward cares for people who are suffering a range of functional illness for example depression, manic depression, anxiety and schizophrenia.

Denbigh Ward

Telephone: 01223 218665

Denbigh Ward is based at Fulbourn Hospital. It has 18 admission beds for short and long-term assessment and treatment of older people with dementia. Dementia care mapping helps to guide the team in providing person-centred care and treatment. It covers the areas of: Cambridge City, South Cambs, East Cambs, Royston and Essex.

David Clark House

Telephone: 01223 218865

David Clarke House is based at Fulbourn Hospital. It has 22 beds and works to support patients over the

age of 65 who suffer from long-term functional mental illnesses but also admits acutely functionally unwell patients.

Day Services

Deighton Intermediate Care Service

Block 4, Ida Darwin

Fulbourn CB1 5EE

Telephone: 01223 884301

Email: ann.fish@cambsmh.nhs.uk

Deighton Intermediate Care Service provides two services within the building:

Deighton Day Hospital

This service, staffed by specialists in mental health, provides access to a therapeutic and socially stimulating environment. They offer an assessment and treatment service and a range of individually tailored treatments or respite care, which will promote an increased sense of wellbeing and a reduction in distress of those individuals and their carers. The service is operational Monday to Friday.

Deighton Intermediate Care

This flexible service is based at the same building as the Deighton Day Hospital. It offers a short-term assessment, treatment and respite care service to individuals known to the older people's mental health service. Patients also have access to the wide range of individual or group programmes. There are eight beds in total. The service operates over 24 hours all week except Tuesday nights.

Community Mental Health Teams for Older People (CMHTOP)

There are four Community Mental Health Teams for older people that serve the catchment area of South Cambridgeshire. The CMHTOPs have bases within the catchment areas they serve to link closely to Primary Health Care Teams, Voluntary organisations and other statutory services. The Teams include CPNs, Social Workers, Occupational Therapists,

Support Workers, Administrators, Psychiatry and Psychology. They operate Monday to Friday 9.00am–5.00pm and also have a weekend service 9.00am–5.00pm based at The Paddocks in Cambridge, that provides cover to South Cambridgeshire.

Cambridge City CMHTOP

Lincoln House, The Paddocks
Cherry Hinton Road
Cambridge CB1 4DH
Telephone: 01223 726022
Fax: 01223 726023
Email:
cmhtop.city@cambsmh.nhs.uk

East Cambs CMHTOP

Princess of Wales Hospital
Lynn Road, Ely CB6 1DN
Telephone: 01353 652084
Fax: 01353 652017

Rural CMHTOP

6 Mill Lane, Sawston CB22 3HZ
Telephone: 01223 726068
Fax: 01223 726401
Email:
cmhtop.rural@cambsmh.nhs.uk
This team covers the area of Sawston,

Melbourn and the surrounding villages.

Royston CMHTOP

Market Hill Surgery, Market Hill
Royston SG8 9JN
Telephone: 01763 242923
Fax: 01763 245961
Email:

cmhtop.royston@cambsmh.nhs.uk
This team is based in Market Hill GP Surgery, Royston and follows patients into Cambridgeshire if they are registered with a GP in Royston.

Willingham CMHTOP

The Old British School
Tempus Court, Fen End
Willingham CB24 5LH
Telephone: 01954 206166
Fax: 01954 206161
Email:
cmhtop.willingham@cambsmh.nhs.uk

Other Services

The New Cottages Day Hospital

Princess of Wales Hospital
Lynn Road, Ely CB6 1DN
Telephone: 01353 652090
Email:

Pamela.close@cambsmh.nhs.uk
This operates a six-day-a-week service, Monday to Saturday, and covers a whole range of mental health needs. It provides services to patients from the age of 65 who are functionally ill and those suffering from dementia.

The Liason Mental Health Team for Older People

Windsor Offices
Box 303, Fulbourn Hospital
Fulbourn, Cambridge CB21 5EF
Telephone: 01223 218935
Fax: 01223 218933
Email: clare.wai@cambsmh.nhs.uk

This team provides a five-day service, Monday to Friday, 9.00am–5.00pm. Many older people who are admitted to Addenbrooke's Hospital with physical illness may also have a mental health problem. The Service is perhaps

best viewed as a 'community team' for the hospital, closely integrated with the wider service, which can minimise boundaries for patients between hospital and community. It has a particular role in highlighting the needs of older people with mental health problems in the general hospital and in ensuring that these needs are met. The Liaison Mental Health Nurse also facilitates education and learning opportunities for staff and carers in enhancing their knowledge on mental health.

**Age Concern Cambridgeshire
County Office, 2 Victoria Street
Chatteris PE16 6AP**

Telephone: 01354 696650
(administration)

Information Line: 01354 696677

Fax: 01354 696119

Email: office@accambs.org

Website: www.accambs.org

Age Concern Cambridgeshire helps people to make more of life, providing a range of services for older people, their families, friends and carers. They have offices in Cambridge, Chatteris,

St. Neots and March. Services include: information, home help, a visiting scheme, carers' support (Huntingdon) and day centres. They also have a Mental Health Advocacy Service, please see below.

**Age Concern Mental Health
Advocacy Service**

**Suite L12, South Fen Business Park
Fenton Way, Chatteris PE16 6TT**

Telephone: 01354 696541

Fax: 01354 694985

Email: advocacy@accambs.org

Age Concern Cambridgeshire provides a free professional casework Advocacy Service for people over 65 with mental health needs. The service also extends to those with young onset dementia. Issues covered by advocacy are many and varied, and are led by the needs of the individual. Age Concern Advocates are independent of the statutory services and referrals can be made by anyone. This Advocacy Service would also like to hear from anyone who is interested in becoming a volunteer advocate. Please phone the above number.

Alzheimer's Society

Cambridge and Ely Branch

Ida Darwin Site, Fulbourn

Cambridge CB1 5EE

Telephone: 01223 884031

Fax: 01223 884004

Email: joe.oakes@asp.nhs.uk

Website:

www.alzheimers.org.uk/BranchWebsites

The Alzheimer's Society is the UK's leading care and research charity for people with dementia. The Cambridge and Ely branch provides information, advice and support to local people affected by dementia: drop-in centre or home visits, support groups, events and educational programmes.

COPE

**(Cambridge Older People's
Enterprise)**

40 Stretten Avenue

Cambridge CB4 3EP

Telephone: 01223 364303

Email:

cambridgecope@hotmail.co.uk

Website: www.cambridgecope50.org.uk

Contact Rhona Boorman (Secretary)

COPE is a voluntary self-help forum which holds social events, publishes regular newsletters and signposts other organisations of interest to members. Membership is free.

FORUM Lunch Club

Telephone: 01223 881267

*Voluntary Co-ordinator:
Christina Rowland-Jones*

This is a city-based lunch club for older people 60+ years but younger people may be considered. Run by the Friends of Fulbourn Hospital and the Community, providing monthly support throughout the year for those with a professional background who now have a mental health problem. Activities are based on members' interests and include seminar-style talks, music and discussion. Referral for membership is through a health professional.

Websites

The UK Inquiry into Mental Health and Well-being in Late Life

www.mhilli.org

The UK Inquiry into Mental Health and Well-Being in Later Life has published its final report, Improving Services and Support for Older People with Mental Health Problems.

Some of the organisations listed provide general help for parents and are not specifically concerned with mental health. See also the section on children and young people, as some services for them also include help and support for parents.

Mental Health Services for Women in Pregnancy and Postnatally

GPs in primary care support women with mild mental health problems in pregnancy and the postnatal period and may refer women to a counsellor at the GP surgery. If women are suffering from moderate to severe mental health problems a GP can routinely refer women to their local sector mental health services. However, sometimes it is felt appropriate to refer for a specialist perinatal mental health assessment:

Cambridge Perinatal Mental Health Service

Auckland Road Clinic
Auckland Road
Cambridge CB5 8DW
Telephone: 01223 533300
Fax: 01223 533301
Email:

Auckland.Road@cambsmh.nhs.uk
Contact: Annabelle Wilson

National Childbirth Trust (Cambridge)

Telephone: 01223 567900
Email: chair@cambridgenct.org
Website: www.cambridgenct.org
Call for details of local co-ordinators of post-natal groups eg anti-natal classes and post-natal support.

National Postnatal Depression Helpline

Telephone 0845 1203746 (Monday to Friday 7.00pm–10.00pm)
Website: www.mama.co.uk

Miscarriage Association Support Group

Telephone: 01763 249243
(Ask for Janet)
Email: janet.support@ntlworld.com
Website:

www.miscarriageassociation.org.uk
Provides support for women after miscarriage and other types of pregnancy loss. Informal group meetings are held every month. Free support resources are available.

Babyloss

www.babyloss.com

Websites for mental health in pregnancy and after

Association for Postnatal Illness

Telephone 020 7386 0868
Website: www.apni.org

Pregnancy Depression Help

Website: www.pregnancy-depression-help.com

Informative website compiled by a doctor with personal experience.

Perinatal Illness UK

Website: www.pni-uk.com

Other services for parents**Cambridge Family Mediation Service**

Essex House, 71 Regent Street
Cambridge CB2 1AB

Telephone: 01223 576308

Fax: 01223 576309

Email:

families@cambridgefms.co.uk

Website: www.cambridgefms.co.uk

The Centre provides information on all aspects of divorce and separation, mediation on all issues (practical arrangements regarding children, finances and property) and a counselling service for children and young people (aged 4-19) and adults affected by divorce or separation. The office is staffed Monday to Thursday from 9.30am–5.00pm, Friday 9.00am–4.00pm. There is an answer phone at other times.

Cambridgeshire Childcare Information Service

Telephone: 0845 0454014

(Cambridge)

Email: info@opp-links.org.uk

Website (local site):

www.opportunity-links.org.uk

Website (national site):

www.childcarelink.org.uk

Call for information on all childcare provision in Cambridgeshire and Peterborough, information and support on paying for childcare and information on working in childcare.

CAMPIP (Cambridge Parent Infant Project)

Brookside Family Consultation Clinic

Douglas House

18D Trumpington Road

Cambridge CB2 8AH

Telephone: 01223 746001

Contact Moira Stephenson for eligibility criteria and referral form.

CAMPIP is a small group of health and mental health professionals with a special interest and training in par-

ent-infant work. CAMPIP works with families to help them understand their relationship with their child and develop new and more satisfying ways of being together. Parents in Cambridge City and East Cambs can be referred by their GP, Health Visitor, Midwife, Social Worker or other professional. Advice is also available for professionals.

Compassionate Friends

Telephone: 01480 496603

Contact Isabel Arnold.

This is a group of parents who have suffered the loss of a child (of any age) through death. They meet monthly in one another's homes. Those who have lost a child can ring Isabel for a talk and this may be followed by a home visit if desired.

Family Contact Centre (Cambridge)

162 Tenison Road

Cambridge CB1 2DP

Telephone:

01353 740489 or 07812 157448

The centre provides a place in

Cambridge City where children can keep in touch with both parents in cases of divorce or separation. The centre is open on the first and third Saturday of each month 10.30am-4.00pm. Please ring or write for a referral form if not going through a solicitor. It is necessary to book a place; you cannot just turn up at the centre.

Family Contact Centre (Ely)

St Etheldreda's Church

Egremont Street, Ely CB6 1AE

Same telephone numbers as the Cambridge Centre. The Ely centre is open on the second and fourth Saturday of each month 10:30am-1:30pm.

Families Need Fathers

National Helpline: 08707 607496

(Monday to Friday 6.00pm-10.00pm)

Website: www.fnf.org.uk

This is a group for non-resident parents and extended families. Monthly meetings are held in Cambridge at 7.30pm on the fourth Wednesday of each month at the Arbury Community Centre, Campkin Road, Cambridge

CB4 2LD.

Home-Start (Cambridge and District)

The Fields Children's Centre
Galfrid Road, Cambridge CB5 8ND
Telephone: 01223 210202

Email:

office@homestartcambridge.co.uk

Website: www.home-start.org.uk

Home-Start provides free support for families with children under five who are experiencing difficulties, including mental health problems. Volunteers visit families, offering friendship and practical help. There are also family groups at East Barnwell on Wednesdays and King Hedges on Tuesdays 10.00am-11.45am. Families are mostly referred by other agencies, but it is possible to self-refer.

Home-Start East Cambs

14a Priors Court, Ely CB6 3AH

Telephone: 01353 663158

Email:

office@homestarteastcambs.org.uk

Website: www.home-start.org.uk

Home-Start Royston and South Cambs

Telephone: 01763 262262

Parentline Plus

Endway House, Endway

Hadleigh, Essex SS7 2AN

Telephone: 01702 554782 (Office)

Fax: 01702 554911

Textphone: 0800 7836783

Email:

parentsupport@parentlineplus.org.uk

Website: www.parentlineplus.org.uk

Helpline: 0808 800 2222 (24 hour FREEPHONE)

Parentline Plus is a national charity that works for and with parents. It operates a 24-hour freephone information and advice line for all parents. It works to offer help and support through an innovative range of free and flexible services – supported by parents for parents. Leaflets are free on request but these can also be downloaded for free from their website mentioned above. The office is open 9.00am-5.00pm Monday to Friday.

Romsey Mill

Hemingford Road

Cambridge CB1 3BZ

Telephone: 01223 213162

Fax: 01223 411707

Email: admin@romseymill.orgWebsite: www.romseymill.org

Romsey Mill runs various programmes for parents and children, including:

Young Parents' Programme

Telephone: 01223 566021

The lead response for teenage parents across Cambridge, this programme provides intensive personal, educational and parenting support, equipping young parents and their children with a positive future.

Under Fives Programme

Telephone: 01223 566102

This provides a number of groups, sleep clinics, toddler clinics and play groups for under fives and their parents.

YoungMinds – Parents' Information Service

48-50 St Johns Street

London EC1M 4DG

Telephone: 020 7336 8445 (Office)

Email:

yomenquiries@youngminds.org.ukWebsite: www.youngminds.org.uk**Parents' Information Service:****0800 0182138 (FREEPHONE)**

YoungMinds is the national charity committed to promoting and improving the mental health of all babies, children and young people. Office opening hours: 9.30am–5.30pm Monday to Friday.

The Parents' Information Service is for any adult with concerns about the mental health of a child or young person (from birth up to the age of 25). This is a free telephone service staffed by a team of experienced advisers and is backed up by the YoungMinds website and a wide range of publications for young people, parents and professionals

covering issues affecting children and young people such as depression, bullying and self-harm etc. The service is open Monday and Friday 10.00am–1.00pm; Tuesday and Thursday 1.00pm–4.00pm; Wednesday 1.00pm–4.00pm and 6.00pm–8.00pm.

The publications produced include booklets, leaflets and other information sheets. Individual copies are distributed free to callers to the Parents Information Service or by email. There is a charge for professionals and organisations requesting multiple copies.

Black and Minority Ethnic Groups

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There are no groups in Cambridge for black and minority ethnic people who have mental health problems but there are organisations which provide information, support and advice generally.

Cambridge Caribbean Association (CamCarib)

C/o CCEF, 62-64 Victoria Road
Cambridge CB4 3DU

Telephone: 01954 782873

(Chairperson)

Telephone: 01480 831158 (Secretary)

Email:

info@camcarib@yahoo.co.uk

Website: www.camcarib.co.nr

The primary aims of the organisation are:

- To examine and represent the special needs of the people of West Indian or similar backgrounds who are approaching or are already in retirement.
- To share social, cultural and education activities.
- To meet with younger people supporting the association.

- To provide communication on matters of health care and social services.
- To provide talks, discussion and information relating to current affairs with particular reference to the Caribbean region and to the interests of people of West Indian or similar origins in the UK and other countries.
- To promote the well-being and understanding of Caribbean peoples in Cambridgeshire.

Cambridge Ethnic Community Forum

62-64 Victoria Road

Cambridge CB4 3DU

Telephone/Fax: 01223 315877

Website: www.cecf.co.uk

Open by appointment. The Forum is a voluntary organisation that provides support/advice for minority ethnic communities in overcoming racial discrimination and harassment in eg housing, employment, health, nationality, immigration, education, criminal

justice system, social welfare and areas of private and public life.

CRISP (Cambridge Racial Incident Support Project)

62-64 Victoria Road

Cambridge CB4 3DU

Telephone: 01223 462615

Email: crisp@cecf.co.uk

For confidential help, support and advice for people suffering from racial harassment and discrimination.

Cambridge Open Out Scheme

Telephone:

0845 4564564 (Ext) 3552

Mobile: 07736 086700

Email:

[rukshana.begum@cambs.pnn.](mailto:rukshana.begum@cambs.pnn.police.uk)

[police.uk](mailto:rukshana.begum@cambs.pnn.police.uk)

Contact *Rukshana Begum (Cambridgeshire)*

The Open Out Scheme is a multi-agency project offering victims and witnesses of hate crime the opportunity to report and resolve incidents with or without police involvement. Hate crime is any criminal offence committed against a person or property that is motivated by hatred for

someone because of their: race, disability (including mental health issues), religion, gender, sexuality or age. Hate crime can be: verbal abuse, threatening attacks, damage to home or property, physical abuse, harassment or bullying in education or the workplace. Many hate crimes go unreported leaving offenders free to commit similar offences with impunity.

If you have been attacked or harassed because of your disability you may be feeling very scared. Open Out is a reporting scheme for hate crimes and is there to help you. Open Out aims to provide alternative centres, other than police stations, in which victims and witnesses of hate crime can report incidents in complete confidence (such as community centres, libraries, leisure centres, councils and cafes). The scheme offers support, information and advice to victims and witnesses of hate crime. If you or anyone you know has been a victim of hate crime, please contact the Open Out Coordinator.

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In a Crisis

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Dial 999 for an ambulance

The Emergency Department
Addenbrooke's Hospital
Telephone: 01223 217118

North City and South City
Community Mental Health Teams
Telephone: 01223 533300

North Rural Community Mental Health Team
Telephone: 01353 616044

South Rural Community Mental Health Team
Telephone: 01223 726381 or 726382

(These teams can be contacted in normal office hours)

Lifeline, Cambridgeshire Mental Health Helpline
7.00pm–11.00pm, 365 days of the year
Telephone: FREEPHONE 0808 808 2121

CamDoc, out-of-hours GP service
Telephone: 01223 464242

Emergency Duty Team
Telephone: 01733 234724, outside normal office hours

Samaritans
Telephone: 08457 909090, 24-hours a day

Doctor's telephone number

Care co-ordinator's telephone number



Lifecraft

Reg Charity No 1048144

The Bath House

Gwydir Street

Cambridge

CB1 2LW

Phone 01223 566957

Fax 01223 505932

Email info@lifecraft.org.uk

Web www.lifecraft.org.uk

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