

Mental Health Services in Westminster

Westminster HHCP - updated November 2023

This document is designed to help workers across the rough sleeping pathway to understand the range of mental health resources available in Westminster and make effective referrals. This document can be downloaded from: <https://groundswell.org.uk/westminster-hhcp/health-directories/>.

There is a wide range of resources in Westminster, with several different providers including specialist homelessness mental health services and other generic mental health services that can still be accessed by hostel residents or longer-term rough sleepers in Westminster. Because of this diversity, the pathways between services and the ability for services to signpost to more appropriate services, is not always straightforward. This document aims to improve workers knowledge of the landscape of services to better to help them to navigate the options for clients. The specialist homelessness mental health services (such as JHT and the Lead Counsellor from the Homelessness Health Team) can also provide advice on identifying the best service for clients' particular circumstances.

The [Hub of Hope](#) is an online mental health database – please search [here](#) if you can't find what you are looking for in this directory.

Service	Details	Contact details/ referral details
Accident and Emergency	<p>In a mental health emergency people can always go to the accident and emergency department at the local hospital (e.g., St Mary's, St Charles, Guys and St Thomas). In most accident and emergency departments a psychiatric liaison nurse is available.</p> <p>However, note that the Single Point of Access (SPA) provides a first point of contact for people wishing to</p>	<p>Address: St Mary's Hospital, Praed Street London W2 1NY</p> <p>Phone: 0203 312 6666</p>



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	access adult community mental health services in Westminster. Please refer to Single Point of Access in this document.	
Body and Soul	<p>Body & Soul is an innovative UK charity that uses a community-based and trauma-informed approach to address the life-threatening effects of childhood adversity and ongoing trauma in people.</p> <p>You Are Not Alone (YANA) begins with a <u>20-week month programme for 16-30 year olds</u>, rooted in <u>Dialectical Behavioural Therapy (DBT)</u> which forms the stabilising foundation by equipping members with practical skills to reduce suicidal thoughts and regulate emotional responses. It is then followed by Thrive, a trauma-engaged <u>6-week course</u> where members have access to a range of therapeutic activities, such as EMDR, integrative and somatic therapies. Opportunities to creative workshops and regular volunteering are also available for members to further develop their skills as part of their healing journey</p>	<p>If you're interested in referring contact: rachelb@bodyandsoulcharity.org</p> <p>Phone: 020 7278 3370</p> <p>www.bodyandsoulcharity.org</p>
CNWL Recovery & Wellbeing College	The CNWL Recovery & Wellbeing College offers a wide range of educational courses, workshops and resources , and is available to people who use Central and North West London NHS Foundation Trust's services (including JHT, the Primary Care Plus workers at GP surgeries and the nurse and psychiatry posts at	<p>For more information and to see the prospectus go to: http://www.cnwl.nhs.uk/recovery-college/</p> <p>Phone: 020 3214 5686</p> <p>Email: recoverycollege.cnwl@nhs.net</p>



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	<p>Great Chapel St) or have done in the last 12 months, their supporters (friends, family or carers) and CNWL staff.</p> <p>CNWL Recovery & Wellbeing College prides itself on being a transformational space. They help to build support systems and strive to remove the stigma associated with mental and physical health. The college provides a range of courses and workshops designed to:</p> <ul style="list-style-type: none"> • Help people develop their skills and understanding • Help people identify personal goals and ambitions • Create a fun, positive and safe environment for learning and exploring recovery • Give people the confidence and support to access opportunities and resources available to them <p>The College works in partnership to design innovative courses that make a difference. All courses and workshops are designed to contribute towards wellbeing and recovery and are co-delivered by people who have the personal experience of living with mental and/or physical health difficulties, known as peer recovery trainers and those with professional/clinical experience.</p>	



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Community Mental Health Hubs	<p>There are three Community Mental Health Team (CMHT) hubs in Westminster. The hubs bring together a together a range of health care professionals who have specialist skills in working with people who have mental health needs.</p>	<p><u>Referral is via the Single Point of Access (see page 10)</u>. The Single Point of Access will assess whether a client should be allocated to the Community Mental Health Team.</p> <p>Click here and locate client’s GP to find out which hub they will be allocated to (allocation to a hub will be based on where client is registered with GP and not home address).</p> <p>North Westminster Hub 7a Woodfield Road, London, W9 3XZ Telephone numbers listed at: https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/north-westminster-community-mental-health-hub</p> <p>South Westminster Hub 190 Vauxhall Bridge Road London SW1V 1DX Telephone numbers listed at: https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/south-westminster-community-mental-health-hub</p> <p>Queens Park & Paddington Hub 7a Woodfield Road, London, W9 3XZ Telephone number: 020 7266 9700 https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/westminster-queens-park-and-paddington-community-mental-health-hub</p>



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Counselling services – Homeless Health Service	<p>The Homeless Health Team Counselling service provides a service tailored to meet the special needs of the homeless population in Westminster. Any Westminster homeless person, street or hostel based, can use the service.</p> <p>Counselling will initially support someone in a crisis, and will help people manage distressing thoughts, feelings and behaviours more positively.</p>	<p>Any Westminster homeless person feeling unhappy or troubled can approach the counselling service emailing clch.homelesshealthcounselling@nhs.net and asking to be referred for counselling (should hear back within 2 weeks).</p> <p>John Conolly, Lead Counsellor, Westminster Homeless Health Team Counselling Service, can be contacted on jconolly@nhs.net</p>
Counselling services - IAPT	<p>The CNWL Talking Therapies Service Westminster is part of the national IAPT (Improving access to psychological therapies) programme. The service is available to adults over 18 who live in Westminster or are working in Westminster.</p> <p>The service provides psychological assessment and 12 weeks of treatment for common mental health problems such as depression, anxiety, panic, phobias, obsessive compulsive disorder, social anxiety, health anxiety and post-traumatic stress disorder. They use cognitive behavioral therapy (CBT) as their main treatment approach. This is provided in a number of different ways including individual and group therapy, guided self-help and mood management courses and workshops.</p> <p>The service is designed to offer treatment to people</p>	<p>People can self-refer, or be referred by their GP, and they are usually offered an assessment appointment in two weeks. The referral form can be found at: https://talkingtherapies.cnwl.nhs.uk/westminster/refer-yourself-westminster. Alternatively, you can refer via telephone 030 3333 0000 or email: westminster.iapt@nhs.net.</p> <p>Therapists are based in many GP surgeries and in two “wellbeing centres” - one in Paddington, 11 Praed Street W2 1NJ and one at 192-198 Vauxhall Bridge Road SW1V 1DX.</p> <p>Opening times 8am-8pm Monday to Thursday 8am-5pm Friday</p> <p>Contact points for discussion of possible referrals:</p> <p>Westminster IAPT Primary Care Psychology Service, Phone: 0207 746</p>

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	<p>with mild to moderate mental health problems and may not be suitable for those with multiple and complex issues such a history of severe or prolonged trauma or problematic use of drugs and alcohol. <u>The service therefore suggests that referrals from hostels are discussed with the team before being sent.</u></p> <p>Signposting advice will be given to a more appropriate service if this service is not the right one.</p>	3105
<p>Counselling services – Community Living Well</p>	<p>This is a free and confidential NHS service for people aged 18 and over and based in Queens Park and Paddington area.</p> <p>They offer a range of confidential talking therapies and support. The primary care liaison team is made up of community mental health nurses and a consultant psychiatrist, who work with clients and their GP to identify what kind of support and services you'd benefit from. If there are more complex mental health needs the service will work with other mental health services, GPs, therapists and counsellors. The GP Nurse Liaison service also offers support to people who are being discharged from Secondary Care Mental Health Services.</p> <p>If there is a history of serious mental health issues, it is possible that this service is not best suited to help.</p>	<p>Client needs to be registered with a GP to refer into this service.</p> <p>To self-refer fill out the form at: https://communitylivingwell.co.uk/self-referral-form-mental-health/</p> <p>Please note that when this form is completed it is consented that the information can be stored in a secure database and for the GP to be informed of your contact with Time To Talk.</p>



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<p>Counselling services – Westminster, Wandsworth and Brent Mind</p>	<p>Westminster Mind offers a confidential counselling service to anyone over 18 years old.</p> <p>The service is open to anyone that lives in Westminster or who have a GP in Westminster, for out-of-borough clients there is a fee. The service is low cost (based on each person’s personal circumstances), with the lowest fee usually being £2. However, they believe that financial problems should not act as a bar to accessing our service so, where appropriate, the fee can be set at 50p or be free.</p>	<p>Self-referrals accepted – referral form here:</p> <p>More information available via their website: https://www.bwwmind.org.uk/local-mind-services-london/psychological-therapies/iapt-counselling/</p> <p>Email: talkingtherapies@bwwmind.org.uk Tel: 020 7259 8129</p>
<p>Joint Homelessness Team (JHT)</p>	<p>JHT Outreach forms part of a network of other providers and third sector partners in Westminster who are commissioned to provide an integrated and flexible service for rough sleepers as a route out of homelessness.</p> <p>JHT Outreach complete mental health, housing and social care needs assessments and provide intensive care co-ordination and case management for those assessed to have severe and enduring mental health needs.</p> <p>The team offers a personalised recovery-focused care pathway from the street to stable accommodation.</p>	<p>JHT Outreach will accept a referral for anyone who is a CHAIN verified rough sleeper in Westminster and is <u>unable or unwilling to access mainstream mental health services.</u></p> <p>Any non-verified rough sleepers need to be discussed on a case by case basis with the JHT Duty Senior. Referrals can be accepted for non-verified rough sleepers if there is significant concern identified and no other services are able to carry out the assessment.</p> <p>For those placed in hostels (commissioned by the WCC Rough Sleeping Team) or in temporary accommodation, who appear to have mental health related health or social care needs, referrals should be made to either Great Chapel Street or Dr Hickey’s practice or via the Single Point of access (page 10). JHT Outreach will consider hostel</p>



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	<p>This enables street homeless people to have the same access to mental health, housing and social care as the housed population.</p> <p>As an integrated multi-disciplinary team, the team includes:</p> <ul style="list-style-type: none"> • Psychiatrists • Community Mental Health Nurses • Social Workers • Approved Mental Health Professionals • Support Work • Administrators <p>Although JHT Outreach is not an emergency service some referrals are clearly more urgent than others and may require priority action. The JHT Duty Senior should be contacted in such cases.</p> <p>If the person needs an urgent mental health assessment Single Point of Access (see page 9) should be contacted.</p> <p>The majority of those referred are either not able or not willing to attend building based appointments,</p>	<p>referrals where:</p> <ul style="list-style-type: none"> • An individual has a recent, long or intermittent history of rough sleeping in Westminster and has been in the hostel for less than three months <p>And</p> <ul style="list-style-type: none"> • There is real evidence that they are likely to abandon, or be evicted in the near future as a result of mental health related behaviour <p>For hostel residents, each referral should be discussed on a case by case basis between the hostel manager and the JHT Duty Senior. No assessments will be started until a referral has been accepted.</p> <p><i>JHT Duty</i> <i>Monday to Friday, 9am-5pm</i> <i>Duty: 020 7854 4206</i> <i>Email: jhtduty@nhs.net</i> <i>190 Vauxhall Bridge Road</i> <i>London</i> <i>SW1V 1DX</i></p>

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	<p>therefore a more flexible and creative way of engagement is needed, the team currently provide:</p> <ul style="list-style-type: none"> • Weekly sessions at the Passage Day Centre and Connections at St Martins • Late and early street outreach SOS and COMPASS • Case Conferences, Safeguarding Meetings and Best Interest Meetings 	
Great Chapel Street	Great Chapel Street GP surgery has a consultant psychiatrist (Sara Ketteley) and mental health practitioners who are available for support.	<p>Need to be registered at Great Chapel Street to access. Phone to get an appointment.</p> <p>Great Chapel Street Medical Centre for Homeless People 13 Great Chapel Street, Soho, London, W1F 8FL</p>
Single Point of access to mental health services	<p>The Single Point of Access (SPA) provides a first point of contact for people <u>experiencing a mental health crisis</u> for mental health services in Westminster. The SPA offers mental health triage for urgent and emergency referrals, plus information and advice 24 hours a day, 7 days a week, 365 days per year. At any one time, there are 1-2 people taking duty/crisis calls and 2 people triaging and referring individuals to mental health services.</p> <p><u>Please note that if substance use is the primary issue, the individual will not be assessed for help. Please also</u></p>	<p>All referrals into CNWL adult mental health services should be made through the Single Point of Access by telephone on 0800 0234650 or by email at cnw-tr.SPA@nhs.net. Consent is required from the client for you to be able to speak on their behalf, otherwise the clinician will need to speak directly to the client.</p> <p>Referrals of an emergency or urgent nature (requiring a 4 hour or 24-hour response) should be made by telephone.</p> <p>When a referral has been made it will be allocated a grading and referred on to teams with Central and North West London. SPA response times: Routine Plus – 7 days, Urgent – 24 hours, Emergency – 4 hours.</p>



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	<p><u>note, that for non-urgent referrals, the GP is the main point of contact for referring for mental health services.</u> The SPA is made up of a multidisciplinary team of admin, nurses, social workers, occupational therapists and consultants.</p> <p>If you would like to refer a client to the Joint Homelessness Team you do not need to use the SPA to gain access.</p> <p>For staff supporting rough sleepers with a local connection and GP in Westminster should call this number, but note that teams may not be able to visit the client on the street – they may organise an appointment with the Rapid Response team/ Home treatment team in a community setting. Alternatively, they could visit a hostel/GP surgery to assess a client if this can be organised. If assessment is declined then the team the team would discuss the case further – potential Mental Health Act Assessment. The Integrated Care Network are useful for allocating rough sleepers somewhere safe that teams can go and assess the client.</p>	<p>Please see below how these will be processed according to grading:</p> <ol style="list-style-type: none"> 1. Emergency and urgent referrals will be handed to rapid response team or Home treatment teams 2. Routine +/- Routine will be transferred to CMHTs who will contact client with an appointment <p>An appointment letter will be sent out to the client detailing their appointment.</p> <p>This system will allow movement within the SPA so a client will not need to be re-referred once they are in the SPA system.</p>
<p>St Mungo's Recovery</p>	<p>The Recovery College is an innovative project which offers a variety of free courses aimed anyone who have experienced homelessness. The courses are for</p>	<p>The courses are designed and taught with, and by, our clients, at the Recovery College.</p>



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College	<p>clients, staff and external people who want to register. What we want are students with an enthusiasm to learn.</p> <p>Courses include:</p> <ul style="list-style-type: none"> • Health, wellbeing, and personal development • Arts, music and creativity • Digital skills and IT • English and math • Progression coaching 	<p>Visit https://www.mungos.org/our-services/skills-and-employment/recovery-colleges/ for the current prospectus.</p> <p>If you would like more information call 0330 122 1345 (Mon-Fri 10am-5pm) or email recoverycollege@mungos.org.</p>
Woodfield Trauma clinic	<p>Provides treatment for refugees, asylum seekers and forced migrants suffering from Post-Traumatic Stress Disorder. To be eligible for the service you should be assessed as having a primary diagnosis of Post Traumatic Stress Disorder (PTSD).</p> <p>This service offers:</p> <ul style="list-style-type: none"> • Teaching and workshops that will help you manage your symptoms. • Weekly activity groups to help you feel more confident with others and less lonely. • Support to help identify and take steps towards new goals. • Psychological therapy that focuses on talking about what happened in a way to make it feel like it is in the past. 	<p>Address: 7a Woodfield Road London W9 2NW Email: fmts.cnwl@nhs.net Telephone: 020 7266 9575</p> <p>A referral form can be downloaded from their website https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/woodfield-trauma-service</p>



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	<ul style="list-style-type: none"> • This happens weekly with a therapist for up to 20 sessions. • Symptom management audio recordings provided in English, Arabic and Farsi 	

Useful leaflets for mental health capacity/ mental health act screening tool

Help with assessing mental capacity for rough sleepers <https://www.pathway.org.uk/wp-content/uploads/2013/12/Mental-Capacity-Act-screening-tool-for-out-reach-workers.pdf>

Information leaflets on mental health issues

The Royal College of Psychiatry has an extensive range of informative leaflets on a variety of mental health issues. The leaflets are readable, user friendly and accurate. <http://www.rcpsych.ac.uk/mentalhealthinfoforall.aspx>

Mind publishes information on many topics relating to mental health <https://www.mind.org.uk/information-support/a-z-mental-health/>

CNWL have drawn up a list of leaflets and video clips that contain specific information on particular conditions and the medications available for treatment. Each has been endorsed by the Trust as suitable for recommending to users and carers. <https://www.cnwl.nhs.uk/news/choice-and-medication-website-helping-patients-and-carers-make-informed-decisions-about-treatment>

Useful websites on mental health

Online CBT course - www.lltff.com



Get self-help – provides various worksheets for Cognitive Behavioral Therapy (CBT) <http://www.getselfhelp.co.uk/>

Go 4 Mental Health Website <http://www.go4mentalhealth.com.>

go4 mental health is a website for anyone with mental health problems living in the City of Westminster which has been funded by NHS Westminster. The site contains useful information about local mental health services as well as advice and information about other community activities in Westminster. The site is attractive and easy to use and contains up to date information on services.

The People First website

The People First website is provided in association with the Adult Social Care teams of the London Borough of Hammersmith & Fulham, the Royal Borough of Kensington and Chelsea, and Westminster City Council.

It is council-funded and run, but the aim is to provide a wealth of information and details of organisations and resources covering the whole of the private, voluntary and public sector across the three boroughs, enabling residents to maintain choice and control over their own lives.

People First is intended to be an easy-to-use source of information, ideas and services, supporting people to lead independent, active, healthy lives. The site is aimed at the adult population, people living with disabilities of whatever kind and at any age, and those who look after others. There is a dedicated section on mental health:

<https://www.peoplefirstinfo.org.uk/easy-read-information/information-about-mental-health/>

Central London Samaritans

24 hours a day Central London Samaritans provides support for anyone experiencing feelings of distress or despair.

They are located in the West End through a discreet archway at 46 Marshall Street which is close to both Oxford Circus and Piccadilly Circus tube stations. Visitors are welcome 365 days a year between the hours of 9am and 9pm. You don't need an appointment to speak in confidence to one of their trained volunteers and the service is free. Due to the popularity of the drop-in service at times there may be a short wait.

In partnership with Cruse, the bereavement charity they offer support groups for those who have been bereaved by suicide and these run across the year.

If something's troubling you, get in touch:

Telephone: 116 123 (free from any phone) or **0330 094 5717** (local charges apply)

Address: Samaritans 46 Marshall Street London W1F 9BF <http://www.samaritans.org/branches/central-london-samaritans>



Dragon Café

The Dragon Café is Mental Fight Club's latest creative project: a relaxing café and imaginative space, open to all, located in the Crypt of St George the Martyr Church, Borough High St, SE1 1JA, opposite Borough tube station. Visit <https://www.mentalfightclub.art/the-dragon-cafe> to find out more. It is open every Monday (but only on a Monday) from 12-midday to 8.30 pm. The Dragon Cafe provides a simple, affordable, healthy menu each week, and a wide range of creative and well-being activities, all of which are free and open to all. No enrollment is required for groups, just turn up and take part, as much or as little as you like.