

Mental Health Services in Westminster

Westminster HHCP - updated March 2025

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/>.

Westminster offers a range of mental health services, including specialist support for people experiencing homelessness. However, navigating these services can be complex due to the variety of providers and referral pathways. This document aims to help workers better understand available options and connect clients to the right support. Specialist teams like JHT and the Lead Counsellor from the Homelessness Health Team can also offer guidance on finding the most suitable service for each client.

Westminster Council's Wellbeing Hub 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 where there is an urgent medical need go to your local hospital's accident and emergency department (e.g., St Mary's, Guys and St Thomas). In most accident and emergency departments a psychiatric liaison nurse is available.</p> <p>Note the Single Point of Access (SPA) provides first point of contact for people wishing to access adult community mental health services in Westminster.</p>	<p>Address: St Mary's Hospital, Praed Street, London W2 1NY</p> <p>Phone: 0203 312 6666</p>

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Mental health crisis assessment service (MHCAS) provided by CNWL	The Mental Health Crisis Assessment Service (MHCAS) at St Charles Hospital offers immediate, 24/7 walk-in support for individuals over 18 facing a mental health crisis. They will see and assess anyone over 18 years of age who would otherwise go to an emergency department for mental health reasons and does not have an urgent medical need (for example, an overdose of medication). Experienced mental health professionals conduct thorough evaluations to determine appropriate care pathways. Collaboration with community services ensures seamless follow-up and ongoing care.	<p>Located within St Charles Hospital.</p> <p>St Charles Hospital Mental Health Centre Exmoor Street London W10 6DZ</p> <p>Open 24/7, no appointment is necessary</p> <p>For more information, visit https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/st-charles-hospital/mental-health-crisis-assessment-service-mhcas </p>
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</u> for 16-30 year olds, 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</p>	<p>If you're interested in referring contact: rachelb@bodyandsoulcharity.org </p> <p>Phone: 020 7278 3370</p> <p>www.bodyandsoulcharity.org</p>

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	therapies. Opportunities to creative workshops and regular volunteering are also available for members to further develop their skills as part of their healing journey	
CNWL Recovery & Wellbeing College	<p>The CNWL Recovery & Wellbeing College offers a wide range of educational courses, workshops and resources.</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>It 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 Great Chapel St) or have done in the last 12 months, their supporters (friends, family or carers) and CNWL staff.</p> <p>For more information and to see the prospectus go to: http://www.cnwl.nhs.uk/recovery-college/</p> <p>Phone: 020 3214 5686 Email: recoverycollege.cnwl@nhs.net</p>
Community Mental	There are three Community Mental Health Team (CMHT) hubs in Westminster. The hubs bring together a together a range of health care professionals who	<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



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Health Hubs	have specialist skills in working with people who have mental health needs.	<p>Community Mental Health Team.</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>
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 – Westminster Talking	The CNWL Talking Therapies Service Westminster is available to adults over 18 who live in Westminster or are working in Westminster.	<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-</p>



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Therapies Service	<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 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>	<p>westminster.</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: 030 333 0000</p>
Counselling services – Community Living Well	<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</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</p>

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	<p>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.</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>informed of your contact Community Living Well.</p>
Counselling services – Mind	<p>Westminster Mind offers a confidential counselling service to anyone over 18 years old.</p> <p>Community hub - Our community hub runs a range of groups that enhance mental health, build confidence, and reduce isolation in adults aged 18+ who have been affected by mental health challenges.</p> <p>Free talking therapy</p> <p>Community befriending service Befrienders provide support and companionship to people that feel socially isolated. People can use personal budgets or self-fund (starting at £17.95 per hour). The costs of any activities or travel undertaken by the client and the befriender during the session</p>	<p>Self-referrals accepted – referral form here:</p> <p>The timetable can be found at: https://www.wclmind.org.uk/adult-services/westminster-community-hub/</p> <p>More information available: https://www.wclmind.org.uk/adult-services/free-talking-therapy/ Email: talkingtherapies@wclmind.org.uk</p> <p>More information available: https://www.wclmind.org.uk/adult-services/community-befriending/</p>



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	incur an additional cost.	
Drop-in support – The Cove	<p>A mental health service for residents of Westminster, Kensington & Chelsea, aged 18+ who are struggling to cope with their mental health.</p> <p>Open 2-10pm, 7 days a week (including bank holidays). No appointment needed. Drop-ins and referrals welcome.</p>	<p>Address: The Lighthouse, Dunbell Building, Praed Street, W2 1RL. The KCW Cove is accessed via Praed Street.</p> <p>Tel: 07827 437 081</p> <p>Email: KCW.Cove@hestia.org</p> <p>Website: https://www.hestia.org/kensington-chelsea-and-westminster-crisis-cove</p>
<p>Joint Homelessness Team (JHT) –</p> <p>If the person needs an urgent mental health assessment Single Point of Access should be contacted.</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 coordination 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. This enables street homeless people to have the same access to mental health, housing and social care as the housed population.</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 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



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	<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>The majority of those referred are either not able or not willing to attend building-based appointments, 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 	<p>less than three months</p> <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>COMPASS</p> <ul style="list-style-type: none"> Case Conferences, Safeguarding Meetings and Best Interest Meetings 	
Great Chapel Street	Great Chapel Street GP surgery has a consultant psychiatrist 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. 020 7439 2389</p> <p>Great Chapel Street Medical Centre for Homeless People 13 Great Chapel Street, Soho, London, W1F 8FL</p>
Samaritans	<p>Central London Samaritans</p> <p>24 hours a day Central London Samaritans provides support for anyone experiencing feelings of distress or despair.</p> <p>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.</p>	<p>Telephone: 116 123 (free from any phone) or 0330 094 5717 (local charges apply)</p> <p>Address: Samaritans 46 Marshall Street London W1F 9BF, visitors are welcome 365 days a year between the hours of 9am and 9pm.</p> <p>http://www.samaritans.org/branches/central-london-samaritans</p> <p>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.</p>
Single Point of access to mental health services (If you would like to refer a client to the Joint Homelessness Team you do	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>All referrals into CNWL adult mental health services should be made through the Single Point of Access by telephone on 0800 0234 650 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 Northwest London. SPA response times: Routine Plus – 7 days, Urgent – 24 hours, Emergency</p>



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not need to use the SPA to gain access.)	<p><u>Please note that if substance use is the primary issue, the individual will not be assessed for help. Please also 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>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>– 4 hours.</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>Website: https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/single-point-access</p>
Woodfield Trauma clinic	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>Address: 7a Woodfield Road London W9 2NW</p> <p>Email: fmts.cnwl@nhs.net</p> <p>Telephone: 020 7266 9575</p> <p>A referral form can be downloaded from their website</p>



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	<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. • This happens weekly with a therapist for up to 20 sessions. • Symptom management audio recordings provided in English, Arabic and Farsi 	https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/woodfield-trauma-service

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 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>

[What is self-harm factsheet](#) – provided by Harmless

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/>

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/>

Dragon Café

The Dragon Café is Mental Fight Club's latest creative project operating online, and at various physical spaces, visit <https://www.mentalfightclub.art/the-dragon-cafe> to find out more. Sessions include Singing, Dancing, Poetry, Creative Writing, Theatre, Painting, Drawing, Puppetry, Shareworks, Film Screenings and Mindfulness. The Dragon Café is also a space to meet, connect and relax with others.

