

Ψ A directory of psychological therapies and mental health support
within the local voluntary sector Ψ
Ψ Information sheets for service users about common mental health
disorders and related problems Ψ

PSYCHOLOGICAL THERAPIES
from the
Care Pathways
to Psychological Therapies Project
SUTTON RESOURCE

South West London and St George's **NHS**
Mental Health NHS Trust

Created September 2007

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About this resource and the Care Pathways to Psychological Therapies Project, Sutton

Psychological Therapies Care Pathways Project

Background to the Project

The project was commissioned and funded by the Strategic Health Authority (SHA) in 2006 to develop clear care pathways for accessing psychological therapies within Sutton, in line with NICE guidance. The pathways were developed to include access to services within primary care, secondary care and the independent/voluntary sector. Formal psychological therapies consist of Cognitive Behaviour Therapy (CBT), Psychodynamic Psychotherapy and Systemic Psychotherapy. To meet the needs of people requiring psychological help, but not formal therapy, the project also included information about other interventions and services such as guided-self help, user led groups and drop-in clubs.

The project aimed to produce a resource designed for services and GPs. The resource contained several sections including: screening considerations, disorder specific care pathways, a service directory including Trust services and non-statutory services, and information sheets for services users, including information about non-disorder but related problems. However, due to a programme to reconfigure adult mental health services within the Trust by April 2008, the project is unable to deliver the final product at this time, as the information would be inaccurate shortly after publication. This interim resource contains the voluntary sector directory of resources related to psychological therapy and the information sheets.

The Project was developed from August 2006 to September 2007. The Project Team were:

- Dr Sara Turner (Associate Director of Psychology and Psychological Therapies, Sutton)
- Camilla Poncia (Project Manager)
- Katherine Kerr (Assistant Psychologist)

Information updating and contact

At the time of printing all information contained in this resource is accurate to the best of the authors' knowledge. The NHS and voluntary services are continually evolving, and information may become out of date. It is anticipated that the pathways project will be developed in the future to incorporate the ongoing service development within the Trust.

If you are aware that information in this pack has become inaccurate or require updating, please contact Dr Sara Turner at sara.turner@swlstg-tr.nhs.uk or Cotswold House, Sutton Hospital, Sutton, SM5 2NF

Acknowledgements

Many people made valuable contributions to the Project, without whom this project would not be possible. The Project Team would like to thank all of them, including: The Project Board, for their guidance and support; Sutton GPs for their input and feedback; SMHAG and service-users of PTiPC who gave us useful feedback; all the Trust services who made time for us, especially Dr Peter James and the CMHT psychologists for their expert contributions and the IT and Communications departments; and all the voluntary services we spoke to and provided us with information and enthusiasm. Finally Dr Debbie Stinson for conceiving the original bid and Sue Denby, Service Director, Sutton, for her commitment and support.

About this resource and the Care Pathways to Psychological Therapies Project, Sutton

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Psychological Therapy and Mental Health Support within Voluntary Services, Sutton Directory

The Voluntary Services are ordered alphabetically in this directory

Quick Reference Symbols- Key



Qualified staff provide psychological therapies



Individual (one to one) therapy provided



Group therapy or support groups facilitated



Information and/or consultation provided



A fee of less than £10 per session



A fee of over £10 and less than £20 per session



A fee of over £20 per session



Interpreting service available



Wheelchair accessible

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Psychological Therapy and Mental Health Support within Voluntary Services, Sutton Directory

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Advocacy Partners

voluntary service



Service Information	<p>Advocacy Partners based in Sutton is part of a leading advocacy organisation providing services across London and Southern England. Advocacy ensures people have access to the services they need, that they can make informed choices about their health care and social care needs and are involved in decisions about their health and social care. Advocacy Partners offer advocacy to older people, adults with learning disabilities and adults with physical difficulties. Advocacy Partners also provide Independent Mental Capacity Advocate services</p> <p>There is a specific project for people who are over 60 years old with a mental health diagnosis. The advocacy service includes in-patient and community work and a bridging service from ward to community.</p>
Type and duration of therapy	<p>There is no formal psychological therapy.</p>
Professional Accreditation	<p>Advocacy Partners is awarded the Community Legal Services Quality Mark. Advocacy Partners' staff have also received accredited training to provide Independent Mental Capacity Advocate services</p>
Waiting Times	<p>Waiting times vary, but are approximately 2 weeks from referral form received by Advocacy Partners to first session.</p>
Mode of Referral	<p>People can self-refer by calling 020 8330 6644. Referrals can be made on behalf of other people, by calling the above number. A referral form will sent out. After the referral form is received, an assessment appointment is arranged.</p>
Information sharing	<p>Other parties are only contacted with permission from the service user.</p>
Cost	<p>There is no cost to use the service.</p>
Contact details	<p>Advocacy Partners, McMillan House, 54 Cheam Common Rd, Worcester Park, Surrey, KT4 8RH Telephone: 020 8330 6644 Fax 020 8330 6622 Email: info@advocacypartners.org</p>
How to get there	<p>Bus: 151, 213 Parking available</p>
Opening Times	<p>Telephone and service available Monday to Friday 9 am – 5 pm.</p>
Language	<p>Interpreting services are available</p>
Wheelchair Access	<p>Wheelchair accessible</p>
Other Information	<p>People with learning disabilities and a severe mental health disorder, or who are caring for someone with a mental health disorder are welcomed.</p>

Advocacy Partners

voluntary service



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Age Concern voluntary service



Service Information	<p>Age concern aims to promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience. There is an information and advice session for personal and telephone callers, providing information about a range of issues including housing and money matters, local groups and clubs, and residential and nursing care.</p> <p>They run a variety of projects from the centre, including home risk and security assessments, welfare benefits and advice service and regular lunch groups for older people.</p>
Type and duration of therapy	<p>There is no formal therapy.</p>
Professional Accreditation	<p>The volunteers have received in-house training. Volunteers have peer support and receive information packs by Age Concern, England.</p>
Waiting Times	<p>There are no waiting times for using the services available.</p>
Mode of Referral	<p>People can self refer by calling 020 8770 4092. Health and social professionals can also refer people. Once the referral is received Age Concern will make contact with the client via letter or by 'phone.</p>
Information sharing	<p>Other services may be contacted if there is concern about risk, with the knowledge of the service user.</p>
Cost	<p>Information and advice services are free. There may be a fee for some of the other projects.</p>
Contact details	<p>Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA Telephone: 020 8770 4092 Fax: 020 8770 4093 Information and Advice service Telephone: 020 8770 4090 mharper@ageconcernsutton.org.uk www.ageconcern.org.uk/</p>
How to get there	<p>Buses include: 80 and 280, both buses go from Sutton Station.</p>
Opening Times	<p>Telephone: 9 am to 5 pm Information and Advice: Mondays to Fridays: 10.00 am – 2 pm at 2 Lower Square, Civic Centre, Sutton, SM1 1EA</p>
Language	<p>Interpreting services may be available.</p>
Wheelchair Access	<p>All sites are wheelchair accessible</p>
Other Information	

Age Concern *voluntary service*



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Alzheimer's Society, Sutton

voluntary service



Service Information	The Alzheimer Society, Sutton, is part of the National Alzheimer's Society that aims to build a better world for people with dementia and those who care for them. The Sutton Branch provides information about Alzheimer's and dementia, quality day care at the weekend, an evening support group for carers, a monthly lunch club for people with dementia and their carers, training courses for carers, volunteers and professionals and short courses and activities
Type and duration of therapy	There is no formal therapy
Professional Accreditation	There is no formal qualification required to facilitate the services offered by the Alzheimer's Society.
Waiting Times	There may be a wait to access the service. There will be an initial assessment to ensure the service is appropriate.
Mode of Referral	People wishing to use the service should make contact by calling, 020 8770 1875 although it is common that people are sign-posted to the service by health professionals.
Information sharing	The Alzheimer Society has close links with the Older People's Community Mental Health Service in Sutton. Health professionals, including GPs may be contacted if there is a health or risk concern, but only with the service-user or carers knowledge
Cost	There is no fee for many of the services provided. There may be a small fee for some of the services.
Contact details	Pandora House, 41-45 Lind Road, Sutton, SM1 4PP Telephone: 020 8770 1875 branch@alzheimers-sutton.org.uk
How to get there	Less than a 10 minute walk from Sutton Station Buses include 80, 151, 154, 164, 213, 280, 407, 408, 413, 420, S1, S3, S4
Opening Times	Telephone: Monday to Friday 10 am to 4 pm
Language	Interpreting services may be available
Wheelchair Access	Wheelchair accessible sites, although there may be some restriction in some sites.
Other Information	

Alzheimer's Society, Sutton

voluntary service



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Art Aloud

voluntary service



Service Information	Art Aloud is an informal group that aims to be a bridge from mental health services to the community, through the use of Visual Art. The group meets on a weekly basis to create and work on their own art projects.
Type and duration of therapy	There is no formal therapy.
Professional Accreditation	The group is service-user led and there are no prerequisite qualifications required to facilitate the group.
Waiting Times	The group is on Mondays from 1 pm until 3 pm. There is no limit on the number of groups a person can attend.
Mode of Referral	There is no formal referral process. People can turn up on the day, or for more information email. Posters are posted in the Cheam and Wallington Resource Centres and the Sutton Mental Health Forum Drop-In.
Information Sharing	No other parties are informed of a person's attendance.
Cost	There is £2 fee for each session, towards rent.
Contact details	Mallinson Room, Wallington United Reformed Church, Stanley Park Road, Wallington, SM6 0EU artaloud@hotmail.co.uk
How to get there	Buses: 151, S 154, 157, 127 463 Train: Wallington (10 - 15 minute walk)
Opening Times	Mondays 1pm to 3pm
Language	There are no interpreting services available
Wheelchair Access	The premises is wheel chair accessible
Other Information	An art teacher attends the group, who is a qualified sculptor.

Art Aloud

voluntary service



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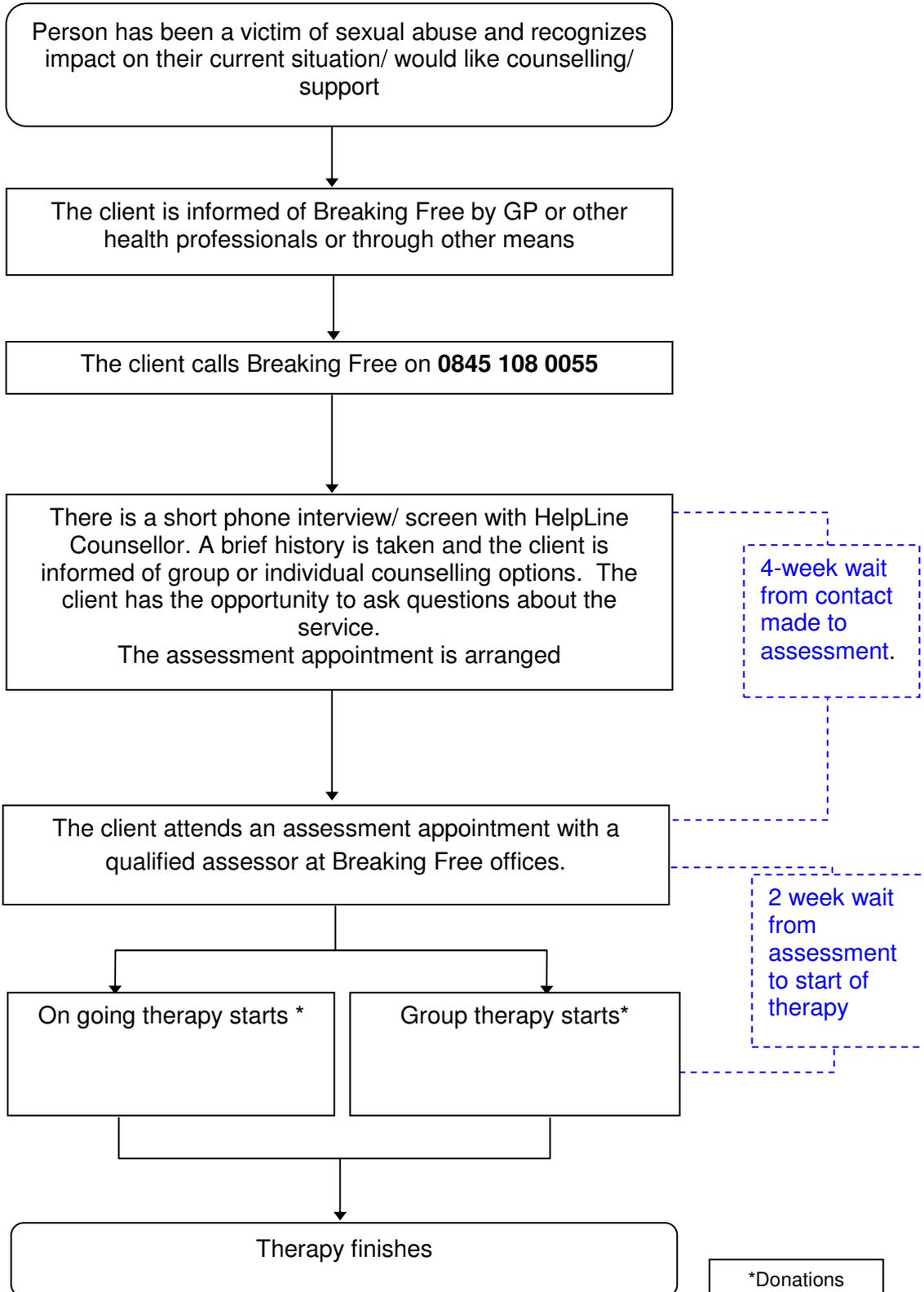
Breaking Free

voluntary service



Service Information	Breaking Free primarily supports women survivors of childhood sexual abuse, by providing a safe, confidential and non-judgemental environment for women to deal with issues arising from their experiences of sexual abuse as children. They provide a national help-line, support through e-mail and individual and group support session (based in Morden). They also provide information and a signposting service to male survivors of childhood sexual abuse, and friends and family of those who have survived childhood abuse.
Type and duration of therapy	Integrative and person-centred psychotherapy is offered in one to one sessions and group session. Therapy is open-ended (often continuing for 2 years or more). Groups run for 10 sessions.
Professional Accreditation	All counsellors must be in at least 1 st year of training as a counsellor or psychologist. Qualifications are recognised by British Association of Counselling and Psychotherapy (BACP) All counsellors must attend in-service training and have 30 hours experience on the help-line before seeing people face-to-face. There is regular supervision. An experienced assessor carries out initial assessments.
Waiting Times	There is a 4-week wait from first contact to assessment. There is less than a 2-week wait from assessment to therapy starting.
Mode of Referral	It is preferred that clients refer themselves by phoning the helpline on: 0845 108 0055 . There is a brief discussion on the 'phone to gather a background history. Group or individual work is offered. An assessment is then arranged at the Breaking Free Centre.
Information sharing	The service is strictly confidential and further parties are informed.
Cost	There is no fee to the service-user, although a donation of £10 is helpful.
Contact details	Marshall House, 124 Middleton Road, Morden, SM4 6RW Telephone: 0845 108 0055 E-mail: support@breakingfreecharity.org.uk www.breakingfreecharity.org.uk/index.htm
How to get there	Bus: 164, 157
Opening Times	Help line: Monday to Friday: 10 am to 1 pm. Additional hours are on the answer machine recording and website.
Language	Interpreting services may be available
Wheelchair Access	The premises is not wheelchair accessible
Other Information	The service is open to people with learning disabilities, but cannot provide more than 1:1 support.

Breaking Free voluntary service



*Donations welcomed of £10 per session

Carers Development Unit, Sutton

voluntary service



Service Information	The Carers Development Unit runs support groups for unpaid carers. Many of the groups are specific to types of carers or to the person being cared for
Type and duration of therapy	There is no formal therapy. The service aims to support carers by providing practical information and an opportunity to meet people in a similar situation
Professional Accreditation	The group facilitator requires no qualifications to run the group.
Waiting Times	There is no waiting time. After making contact with the service, people can attend the next appropriate group.
Mode of Referral	Carers must make contact themselves by calling 020 8770 4547
Information sharing	No other parties are informed of the carer attending or not attending the groups
Cost	There is no cost to attend the groups
Contact details	Civic Offices, Sutton Telephone: 020 8770 4547 Fax: 020 8770 5247 jill.waterman@sutton.gov.uk
How to get there	Less than a 10 minute walk from Sutton Station Buses include 80, 151, 154, 164, 213, 280, 407, 408, 413, 420, S1, S3, S4
Opening Times	Telephone: 9 am to 5 pm Group times vary.
Language	There are no interpreting services available
Wheelchair Access	Wheelchair accessible
Other Information	Groups include: carers of children with ADHD; carers of children with Aspergers; carers of people with a mental health problem; carers of people with a learning disability; carers of older people who are living in or about to enter a care home; working carers group, and a former carers support group.

Carers Development Unit, Sutton

voluntary service



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Everyman Project

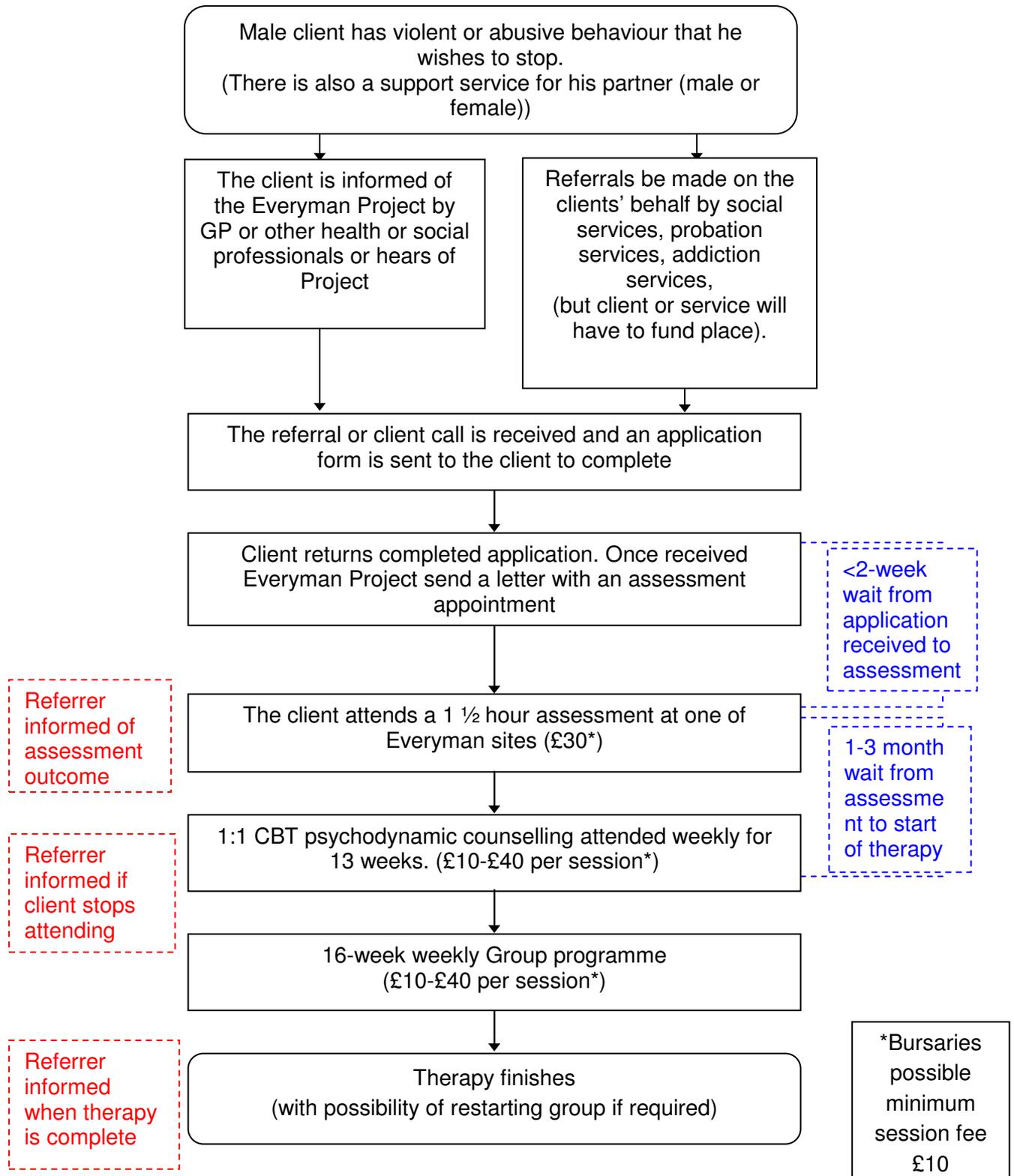
voluntary service



Service Information	The Everyman Project offers a range of support services for men who want to stop behaving violently or abusively, and for the people affected by their violence or abuse. These include a focused brief counselling programme, a partner support programme, and a telephone advice-line. The partner support programme is only available to those whose violent partner is receiving support from the Everyman Project.
Type and duration of therapy	The programme involves 13 weeks of one to one counselling weekly using a psychodynamic model and CBT Followed by a 16-week group using a psychodynamic model and CBT (evolved from CAT framework).
Professional Accreditation	Counsellors are usually in the 3 rd year (or higher) of a diploma accredited British Association for Counselling Psychotherapy (BACP). All counsellors receive regular in-house supervision. Group workers will have completed 2 years work within the project including in-house training.
Waiting Times	1-2 weeks wait for assessment, and then 1-3 months wait from assessment to counselling.
Mode of Referral	People can self refer. Referrals are also accepted from Social Services, Children and Family Units, Drug and Alcohol Units and Probation services. Referrals are accepted from GPs, but the GPs often can't fund their client. The fee for referring agencies is £40 per session.
Information sharing	Letters are written to referral agency at all stages. Reports can be sent to referrers half way through counselling programme and at end of group programme detailing attendance and progress made.
Cost	The fee for the assessment session is £30.00, (low-waged £20.00, and £10.00 concessions). The fee for the 29 succeeding counselling sessions will be individually negotiated, based on income. The minimum concessionary fee is £10.00 per counselling session; the maximum fee is £40.00 per session.
Contact details	Head office: Everyman Project 1A Waterlow Rd London N19 5NJ Telephone: 0207 263 8884 everymanproject@btinternet.com
How to get there	Counselling venues are based in Archway, North London and Elephant and Castle, South London
Opening Times	Office hours on the 'phone are: Mon: 10:00 a.m. - 2:00 p.m. Tues: 10:00 a.m. – 3:00 p.m. Weds and Thurs: 10:00 a.m. – 5:00 p.m. The advice line (same number as above) is available as times above
Language	There are no interpreting services available
Wheelchair Access	There is no wheelchair access to the service
Other Information	Clients are expected to commit to all aspects of the programme including 1:1 therapy and group work

Everyman Project

voluntary service



Mainstream, Sutton

voluntary service



Service Information	Mainstream aims to involve people with mental health problems in mainstream activities and pursuits of their own choosing. The objective is to provide service users with the support they require to participate in the wider community. Mainstream helps people to access community based activities and opportunities of their choice and at their own pace. The project aims to promote independence and build service user confidence, becoming stronger in themselves.
Type and duration of therapy	There is no formal psychological therapy. People attend regular sessions with bridge builders for as long as required
Professional Accreditation	The service is facilitated by “bridge-builders.” The bridge-builders require no specific qualifications.
Waiting Times	From referral form received to assessment there is a wait of approximately 6 weeks From assessment to sessions, there is a wait of less than a week.
Mode of Referral	People can be referred by a health professional, such as care coordinator or GP, but there is a section on the referral form that the service-user must fill in. People can self-refer, but the initial meeting must take place with a close friend or family member. Call mainstream on 020 8669 3007 and they will send a referral form to you. Once contact has been made, a three-way assessment is organised, with the service-user, a bridge-builder from Mainstream and the referrer or close family friend/ relative. An action plan for achievement is created with the service-user.
Information sharing	Referrers are informed if there has been an achievement, or if there is cause for concern, and referrers will be informed of the 6-monthly assessment outcomes, with the knowledge of the service user.
Cost	There is no cost for accessing Mainstream, but there may be a cost for accessing services in the community.
Contact details	Mint House, 2 nd Floor, 6 Stanley Park Road, Wallington, SM6 0EH Telephone: 020 8669 3007 www.imaginementalhealth.org.uk/
How to get there	Less than a 15 minute walk from Sutton Station Buses include 80, 151, 154, 164, 213, 280, 407, 408, 413, 420, S1, S3, S4
Opening Times	Monday to Friday: 9 am – 5 pm
Language	Interpreting services are available
Wheelchair Access	The premises is wheelchair accessible
Other information	

Mainstream, Sutton *voluntary service*



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Manic Depression Fellowship

voluntary service



Service Information	The Manic Depression Fellowship BiPolar Organisation enables people affected by bipolar disorder / manic depression to take control of their lives. They aim to do this by providing information about bipolar disorder, advocating on behalf of those with bipolar disorder and by providing support to people with bipolar disorder and their carers through local support groups. There is a Manic Depression Fellowship Group in Sutton. A formal diagnosis is not necessary to participate in the group.
Type and duration of therapy	The support group does not provide psychological therapy. It aims to provide information and an opportunity to discuss issues with people who may be experiencing something similar. Coping strategies and self-help material may be discussed, but these do not follow formal psychological models.
Professional Accreditation	Service-users and carers run the group. There is no specific training for group facilitators.
Waiting Times	After initial contact with the service, people can attend the next group.
Mode of Referral	The person who wishes to use the service must make contact themselves, by calling 08456 340 540
Information sharing	The service is confidential and no other parties are informed of attendance, outcome or leaving the service.
Cost	There is no cost for attending the group.
Contact details	www.mdf.org.uk/?o=1869 Telephone: 08456 340 540 or 020 7793 2600
How to get there	10 minute walk from Sutton Station Bus includes: 180, 280, 164, 183, S4 S3
Opening Times	The group is held on the first Thursday of each month from 8.00 to 9.30 pm at the Civic Centre, Sutton for an hour and half. Please call for more details.
Language	There are no interpreting services available.
Wheelchair Access	The site is wheelchair accessible.
Other Information	There is a quarterly journal called Pendulum, which has information about the organisations activities as well as articles from service users and carers.

Manic Depression Fellowship

voluntary service



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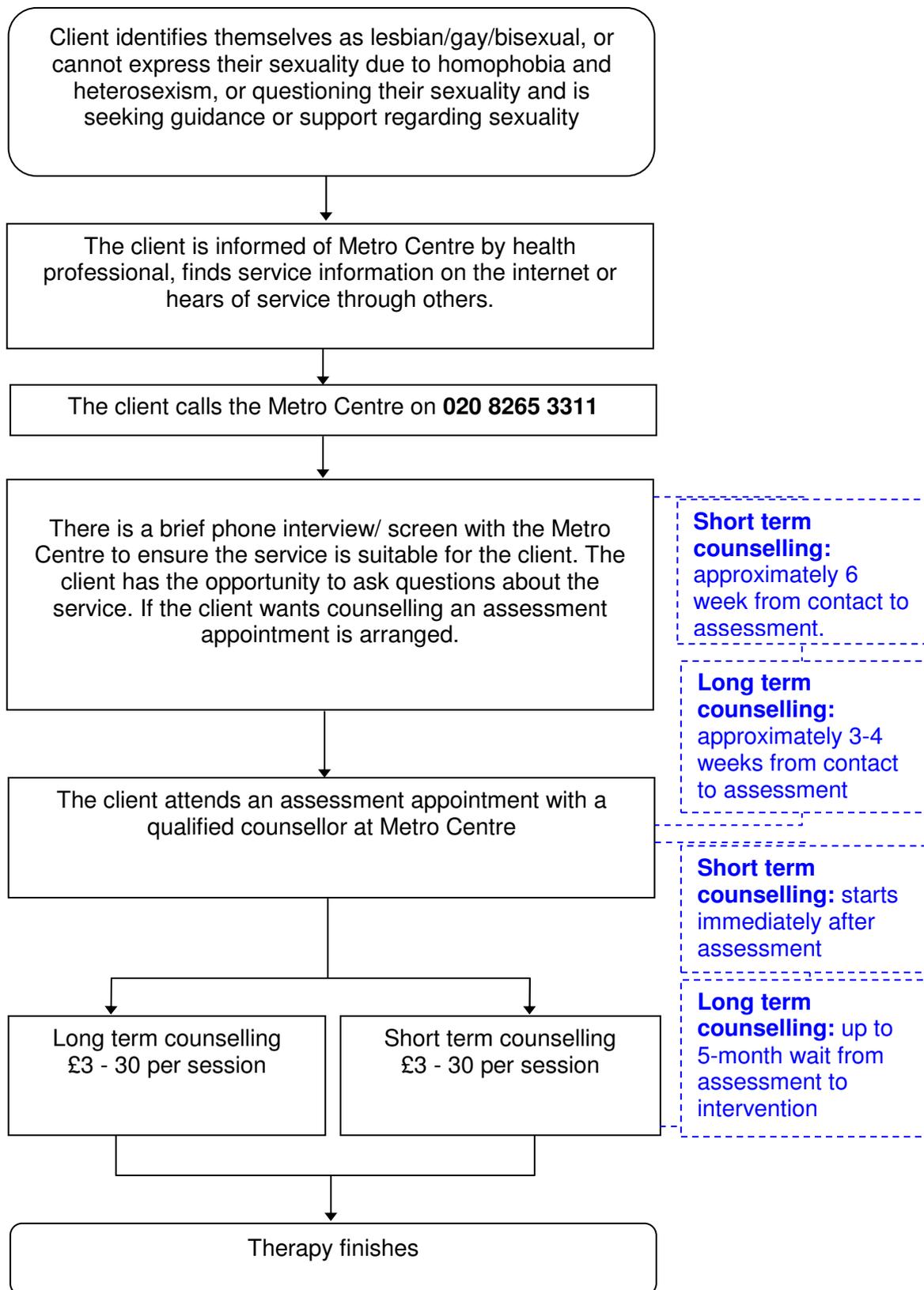
Metro Centre

voluntary service



Service Information	The Metro Centre aims to work with self-identified lesbian/gay/bisexual people, those who cannot express their sexuality due to homophobia and heterosexism, and those questioning their sexuality. The Metro Centre aims to provide services to empower both the individual and the community. Services include counselling, a mental health drop-in service, workshops and crisis support, advocacy and advice, alternative therapies, youth-work and a GUM clinical and sexual health support.
Type and duration of therapy	Short term and long term counselling services are offered. A range of therapeutic approaches is used in the counselling service including a person centred approach, integrative psychotherapy, psychoanalytical and Gestalt psychology.
Professional Accreditation	Counsellors have completed courses recognised by British Association for Counselling Psychotherapy (BACP) and have either completed or are working toward counselling hours for individual BACP registration.
Waiting Times	For short-term counselling there is a 6-week wait for assessment and no wait from assessment to intervention. For long-term counselling there is a 3 to 4 weeks and a wait of up to 5 months before counselling begins.
Mode of Referral	The client must make contact with the Metro Centre themselves, by calling 020 8265 3311 Queries from health professionals regarding the appropriateness of the service for a client are accepted, but the clients must make contact with the service themselves.
Information sharing	The service is confidential and no other parties are informed of attendance, outcome or leaving the service.
Cost	A contribution per counselling session is required, ranging from £3 - £30, depending on disposable income.
Contact details	www.metrocentreonline.org/ Unit 401, 49 Greenwich High Rd, SE10 8JL Telephone: 020 8265 3311 Fax: 020 8265 1645 Email: info@t-metro.co.uk
How to get there	10 minute walk from Greenwich mainline and DLR station Bus includes: 177, 199, 188, 47
Opening Times	The mental health drop-in runs every Thursday from 1 to 4 pm.
Language	There are no interpreting services available.
Wheelchair Access	The site is wheelchair accessible.
Other Information	There is a youth service, for under 25s.

Metro Centre voluntary service



No Panic

voluntary service



Service Information	No Panic (Sutton) is a self-help group that provides support to people suffering from anxiety, panic attacks and phobias. People who share anxiety-based problems come together to pool knowledge and experience in order to find their own solutions to these problems. The group aims to help people help themselves.
Type and duration of therapy	There is no formal therapy. The group is self-help based. The groups are held fortnightly and last between one and a half and two hours (see below). There is no limit on the length of time people attend the group for.
Professional Accreditation	The Development Worker who facilitates the group meetings has first hand experience of an anxiety disorder. The Development Worker has a diploma in counselling from the Central School of Counselling and Therapy, and a member of the British Association for Counselling and Psychotherapy (BACP). These qualifications are not mandatory for facilitating the group.
Waiting Times	There is no waiting time, and people can attend the next group once contact has been made.
Mode of Referral	People wishing to attend the group must contact No Panic themselves before attending. They can do this by 'phoning: 020 8644 0363 to refer themselves. There is a brief screening on the 'phone to ensure the service is appropriate for the client.
Information Sharing	No other parties are informed if a patient is attending the group.
Cost	There is cost of £1.50 per group. For the book lending service £5 joining fee and £1 per fortnight for a borrowed book. These funds allow for more books to be purchased
Contact details	nopanicsutton@smhf.org.uk Telephone: 020 8644 0363
How to get there	Location of group varies, but the Wednesday afternoon group is held in Sutton and the Thursday evening group is North Cheam. Directions will be given on initial contact.
Opening Times	Telephone: Mon- Thurs 9am – 4 pm 020 8644 0363 Groups run: 2.00 pm – 3.30 pm Wednesday (weekly) or 7.30 pm – 9.30 pm Thursday evening (fortnightly)
Language	There are no interpreting services available
Wheelchair Access	The group rooms are wheelchair accessible.
Other Information	No Panic support groups are not appropriate for adults with alcohol or drug addictions or who are actively psychotic. There is no assessment procedure.

No Panic

voluntary service



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Open Door Counselling

voluntary service



Service Information Open Door Counselling Service provides a low cost counselling to young people and adults, who live, work or are in education in the Borough of Sutton, with a minimum age of 11 years. The service is appropriate for people who are able to think about their problems.

Type and duration of therapy The service offers psychodynamic therapy (although some therapists have an integrative training). Therapy sessions are held weekly for long-term therapy (1 year for young people, 2 years for older people). Brief therapies (12 weeks) are provided where appropriate.

Professional Accreditation All therapists will have completed, or be in the second year of training, of a counselling diploma, accredited by the British Association of Counselling and Psychotherapy (BACP). All therapists are supervised weekly by a qualified supervisor.

Waiting Times Waiting times may vary. If there is a waiting list contact is made with the service user while they are on the list approximately every 6 weeks. If there is a long waiting list clients may be sign-posted to other services where appropriate.

Mode of Referral The client must refer himself or herself. They can do this by 'phoning: **020 8770 4388**. There is a brief screening on the 'phone to ensure the service is appropriate for the client.

Information Sharing A GP contact must be given by the service-user. The GP will be contacted if there is concern about the service-user's mental health or if there it is felt the service-user is at risk.

Cost At present clients will pay per session on a sliding scale from £20-£30 pounds with concessions for low earners and young people.

Contact details Grove Cottage, 1 High Street
Carshalton
Surrey, SM5 3BB
Telephone: **020 8770 4388**

How to get there Buses: 127, 125, 47
Train: Cheam (10-15 minute walk)

Opening Times Telephone: Mon- Fri 4 pm – 7 pm **020 8770 4388**

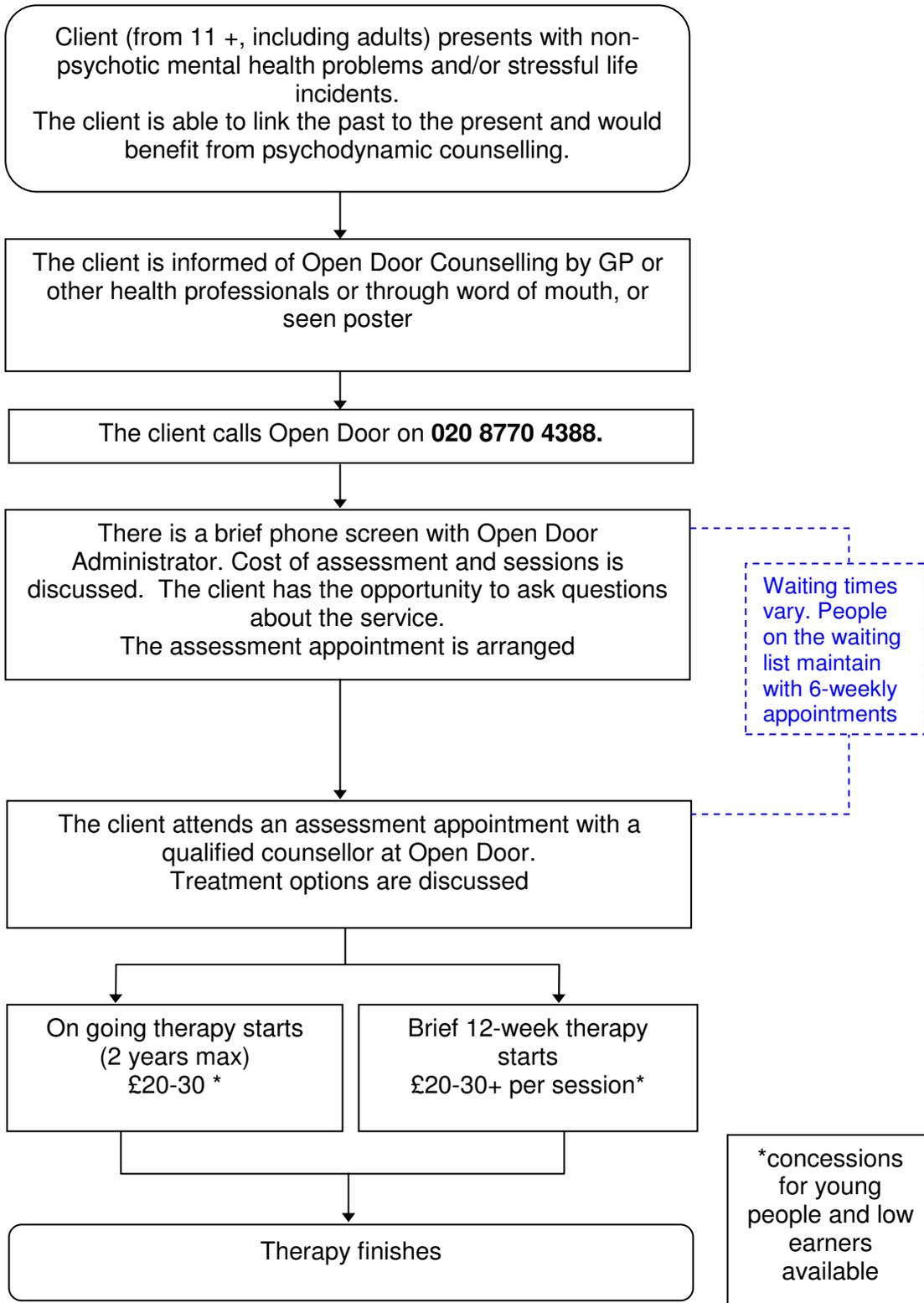
Language There are no interpreting services available

Wheelchair Access The rooms are wheelchair accessible.

Other information

Open Door Counselling

voluntary service



Rape and Sexual Abuse Support Centre

voluntary service



Service Information	The aim of the Rape and Sexual Abuse Support Centre (RASASC) is to support women who have been raped or sexually abused and help reduce the debilitating impact it has had on their lives. There is a confidential Helpline, a counselling service and an advocacy service for women reporting rape to the police. Group therapy is also provided. Internal and external training service about sexual abuse and rape are also available. The service is available to survivors 14 years +. Funding permitting RASASC aims to set up a service for male survivors in 2007
Type and duration of therapy	Individual therapy uses humanistic, integrative and person centred approaches, offering weekly 50-minute sessions with the same counsellor for up to a year. If necessary, thereafter a re-negotiated time contract will be agreed between the client and the counsellor.
Professional Accreditation	All counsellors are qualified to at least Diploma level, and have a minimum 1000 hours of counselling experience. All counsellors have either achieved or are working towards British Association for Counselling and Psychotherapies (BACP) accreditation and have received specialist in-house training in counselling for sexual violence. RASASC is a member of the BACP and abides by their Code of Ethics.
Waiting Times	There is no wait for assessment, but there is a wait from assessment to therapy which is approximately 3 months, but this may vary.
Mode of Referral	Clients must make contact with the service themselves. For counselling information and appointments call 020 8683 3311 . For support and information call the Helpline on: 08451 221 3311
Information sharing	No information is shared with any other parties.
Cost	There is a small donation for each counselling session. Information sent from the Helpline is free of charge.
Contact details	<i>Helpline: 08451 221 331</i> Counselling & Advocacy: 020 8683 3311 info@rasasc.org.uk www.rasasc.org.uk/ (website not complete)
How to get there	Clients will be informed when arranging assessments
Opening Times	Office: Monday to Friday 10 to 4 Counselling: Monday to Friday 9 to 7pm Helpline: 365 days a year (Monday to Friday 12 to 2.30 pm, weekends and bank holidays 2.30 to 5 pm).
Language	There are no interpreting services available.
Wheelchair Access	All sites are wheelchair accessible

Rape and Sexual Abuse Support Centre

voluntary service



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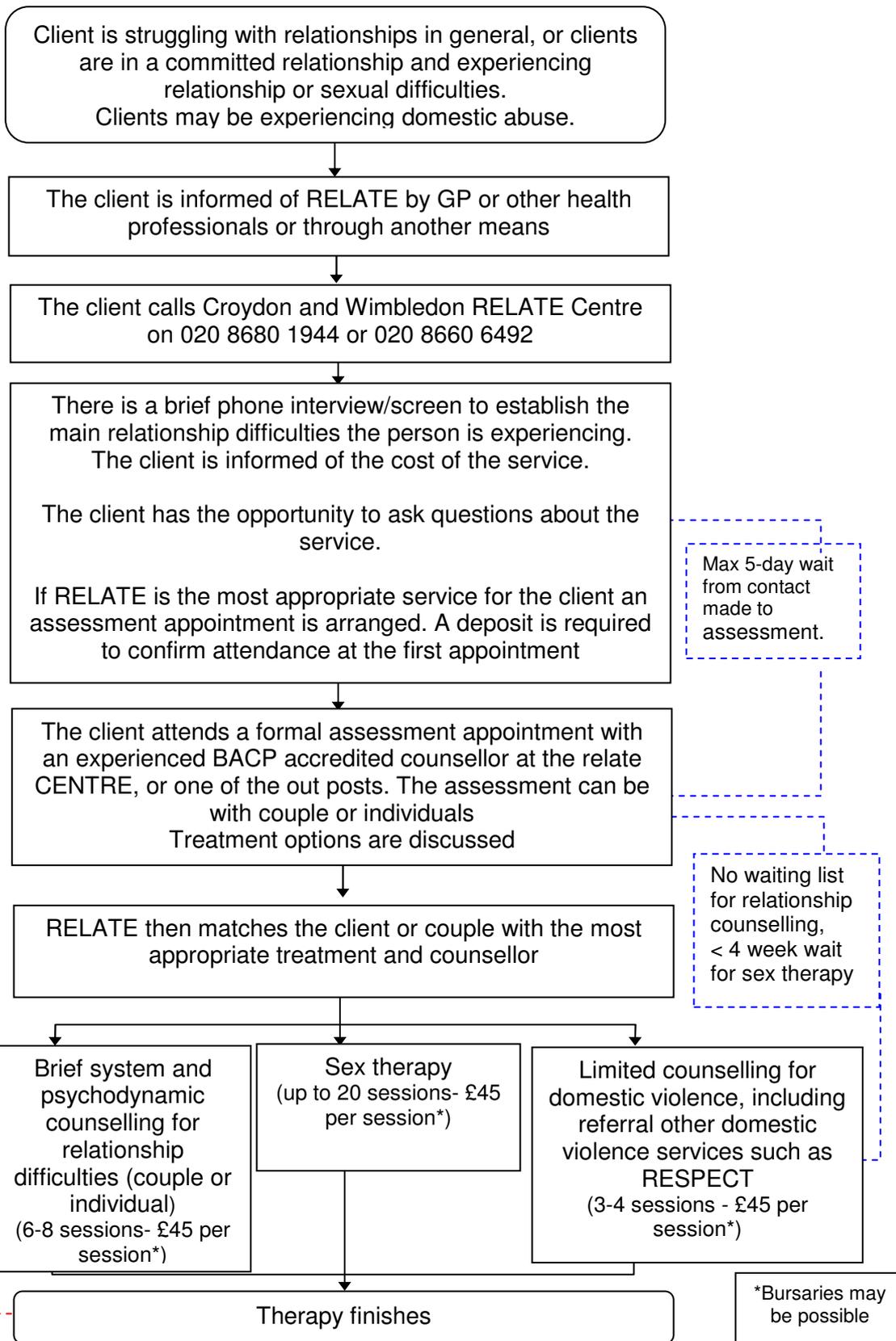
Relate

voluntary service



Service Information	Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face and by 'phone. They also have a useful website (below)
Type and duration of therapy	Short term focused systemic and psychodynamic counselling (6 – 8 sessions), individual and couple therapy Sex therapy (up to 20 sessions), individual and couple therapy. Family Counselling (systemic) where there are relationship difficulties between the wider family group
Professional Accreditation	Counsellors are trained by RELATE and all counsellors receive regular supervision. Once full training is achieved, counsellors can be accredited by the British Association for Counselling and Psychotherapy (BACP)
Waiting Times	The wait from first contact to assessment is usually within 5 days. This may be longer for sex therapy.
Mode of Referral	People can self-refer by calling 020 8680 1944 . If a GP or other health worker would like to refer some one, it is preferred that the service-user makes contact with Relate themselves.
Information sharing	GPs, or referrers, may be contacted about therapy, where appropriate, with the service-users knowledge
Cost	£45 per 50 minute to 1 hour session. Bursaries may be available to people who are in financial difficulty and receiving benefits, reducing the cost to a minimum of £20 per session. Please contact for further information
Contact details	9 Ramsey Court, 122 Church, Street, Croydon CR0 1RF Telephone: 020 8680 1944 Email: appointments@relatecandw.org.uk Website: www.relatecandw.org.uk
How to get there	There are Relate Centre Outposts in Sutton, Purley, Wimbledon and Caterham. The outposts may not provide all Relate services and have differing opening times. Please call for further information
Opening Times	Monday: 9.30am-1pm & 5.30-9.30pm Tuesday: 9.30am-1pm & 6.30-9pm Wednesday: 8.30am-1pm & 6.30-7.30pm Thursday: 9.30am-12.30pm & 6.30-9.30pm Friday: Closed, Saturday: 9am-12noon
Language	There is an interpreting service available, and a signing service.
Wheelchair Access	Wheelchair accessible
Other Information	Counsellors receive training about domestic violence. They have a child protection policy and a confidentiality policy

Relate voluntary service



Rethink

voluntary service



Service Information	Rethink is a national organisation that aims to make a practical and positive difference by providing hope and empowerment through effective services, information and support to people who have a mental health disorder and their carers. There is a local support group for people living or working in Sutton and Merton, offering advice, information and support for carers and sufferers of severe mental illness. The group also produces a regular newsletter.
Type and duration of therapy	There is no formal psychological therapy. The support group runs on a weekly basis, often with guest speakers
Professional Accreditation	The service is facilitated by experienced volunteers from a range of backgrounds many of whom have a history of severe mental health or caring for someone with severe mental health.
Waiting Times	There is no waiting time. People can join the group immediately.
Mode of Referral	People can contact the service by calling, or can drop-in during meeting times.
Information sharing	No other parties are informed of some one's attendance to the group. People are signposted to other services if it is felt that they require more support.
Cost	There is no cost to attend the group. There is a cost for tea and coffee.
Contact details	Groups: Wimbledon Guild, 30-32 Worple Road, Wimbledon. Rethink Advice service: 0208 974 6814 (opening times below) Emergency helpline in Sutton: 0800 028 8000 (24 hours) Email: laurajohnsonrethink@hotmail.com
How to get there	Train: Wimbledon Station (3 min walk) Bus: 164, 163, 57. 93, 131, 156, 200, 219, 493 Tube: Wimbledon Station, district line Tram: Wimbledon Station, tramline 3.
Opening Times	Group: Wednesday 5-8pm 'phone Line: Mon, Wed, Fri 10am – 3 pm Tues and Thurs: 10am – 1pm
Language	There are no interpreting services available.
Wheelchair Access	Wheelchair accessible
Other Information	People with learning disabilities and a severe mental health disorder, or who are caring for someone with a mental health disorder would be welcomed.

Rethink *voluntary service*



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St Georges Counselling

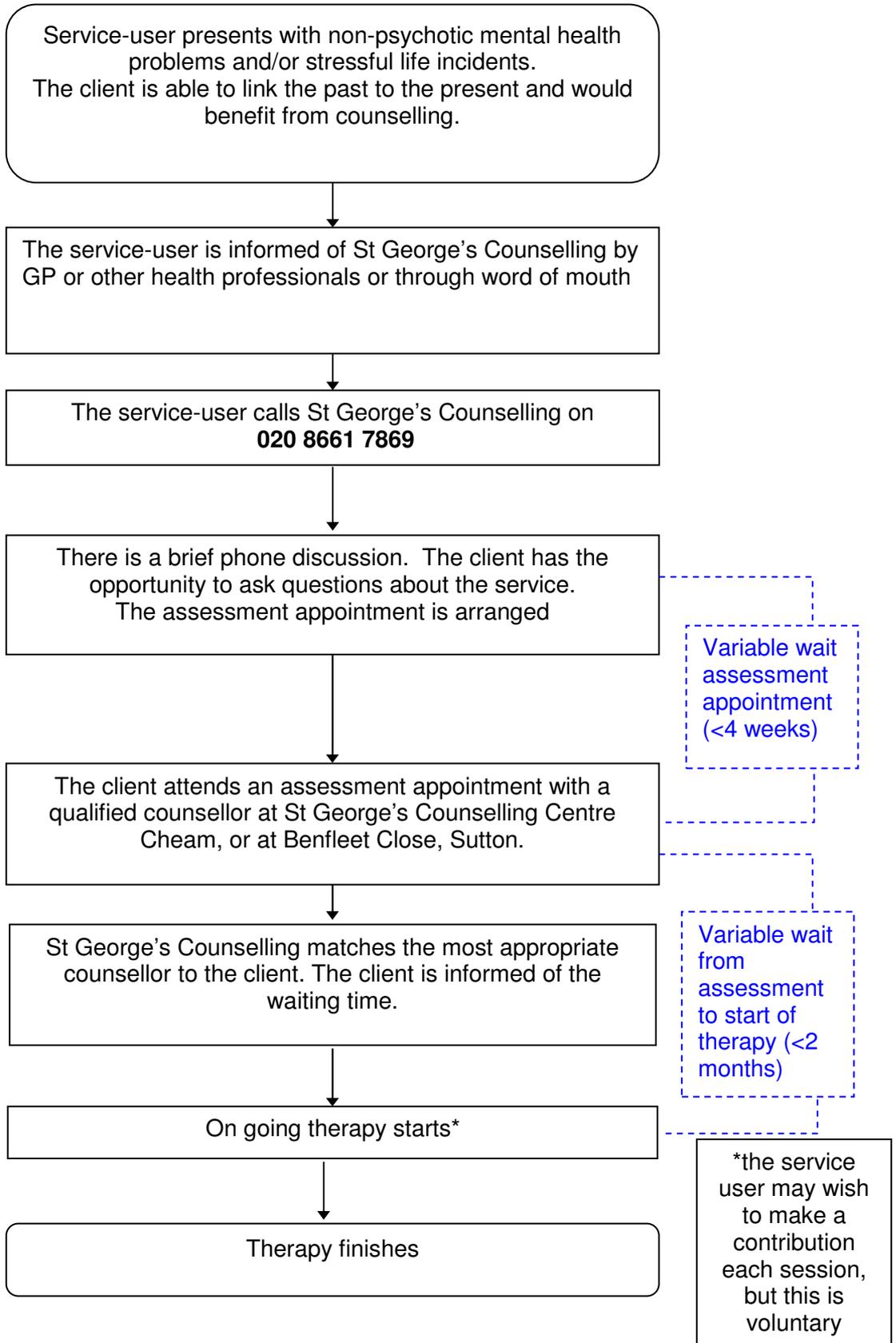
voluntary service



Service Information	St George's Counselling service aims to provide affordable one to one counselling. Some counsellors within the service can provide counselling for couples and families.
Type and duration of therapy	St George's counselling provides counselling based on a Rogerian and integrative approaches. The therapy is open-ended. There is no time limit.
Professional Accreditation	The counsellors have completed a two-year diploma in psychodynamic counselling that is British Association of Counselling and Psychotherapy (BACP) accredited. All counsellors are supervised.
Waiting Times	Waiting times vary depending on the number of volunteers available. Wait for assessment may be 4 weeks.
Mode of Referral	People must contact the service themselves by calling 020 8644 5280 . An appointment is then arranged which may take place in St George's Counselling Centre (Cheam), or in a counsellor's home. The assessment takes approximately 1 hour.
Information sharing	GPs or other health professionals may be informed if there are concerns regarding the service users' wellbeing, with the service user's permission.
Cost	There is no fixed fee, but if the service user wishes to leave a donation they can do so.
Contact details:	St George's Counselling Centre 59 Benfleet Close, Sutton SM1 3SD Telephone: 020 8644 5280
How to get there	Locations vary, please confirm with service.
Opening Times	Telephone: 9 am to 9pm
Language	Interpreting services are available
Wheelchair Access	59 Benfleet Close is wheelchair accessible.
Other Information	Actively psychotic patients are not appropriate for the service. They would be recommended to contact their GP to access further services, or contact the services they are already with.

St Georges Counselling

voluntary service



Sutton Advocacy

voluntary service



Service Information	Advocacy ensures people have access to the services they need, that they can make informed choices and be involved in decisions about their health care and social care needs. Advocacy can assist with other issues including debts and benefits. An advocate works on the person's behalf and can represent them at meetings, ensuring that their point of view is conveyed. Sutton Advocacy focuses on four areas: advocating for people in crisis, long term citizen advocacy, and mentoring for isolated people, and promoting people getting back to work
Type and duration of therapy	There is no formal psychological therapy.
Professional Accreditation	Paid staff and volunteers receive in-house training. Volunteers who advocate are often ex-service users.
Waiting Times	There is no waiting list for the service
Mode of Referral	People can self-refer by calling 020 8773 3692 , or can be referred by health professionals, such as GPs and Community Mental Health Teams.
Information sharing	Other parties are only informed with the service-users permission.
Cost	There is no cost to use the service.
Contact details:	14 Beacon Grove, Carshalton, SM5 3BA Telephone: 020 8773 3692
How to get there	Advocates are able to visit people in the community.
Opening Times	This is a part time service.
Language	Interpreting services are available
Wheelchair Access	The service is not wheelchair accessible, but outreach work to accessible places is possible.
Other Information	Crisis advocacy continues for as long as the person is in hospital. Citizen advocacy can last from 3 months to 4 years.

Sutton Advocacy
voluntary service



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Sutton Carers Centre

voluntary service



Service Information	Sutton Carers Centre is part of The Princess Royal Trust, offering advice, support and information to carers. The Sutton Carers Centres offers an informal advocacy service, alternative therapies (e.g. reflexology, aromatherapy, massage, and colour therapies) and a regular art group. The Citizen's Advice Bureau comes in weekly to provide advice on benefits. There is also a listening service.
Type and duration of therapy	The listening service provides brief (6 week) psychodynamic counselling. It may be possible to extend the 6-week duration in some cases. There are also groups are for socialising, support and information sharing, which do not follow a formal psychological model.
Professional Accreditation	The listening volunteers have completed a two-year diploma in psychodynamic counselling that is British Association of Counselling and Psychotherapy (BACP) accredited. All the alternative-therapy therapists are qualified in their field and work voluntarily.
Waiting Times	Waiting times vary depending on the number of volunteers available. For information and advocacy and groups there is no waiting list
Mode of Referral	People can self refer by calling 020 8296 5611 . Health and social professionals can also refer people. Once the referral is received Sutton Carers Centre will make contact with the client via letter or by 'phone.
Information sharing	The referrer will be informed once contact has been made or if contact has not been made in 6 attempts from Sutton Carers Centre
Cost	All advice and listening services are free. Alternative Therapies have a cost of approximately £9
Contact details:	Sutton Carers Centre, Benhill Avenue, Sutton, Surrey, SM1 4DA Telephone: 020 8296 5611 . Fax: 020 8296 5616 carersenquiries@suttoncarerscentre.org www.carers.org/sutton
How to get there	Less than a 15 minute walk from Sutton Station Buses include 80, 151, 154, 164, 213, 280, 407, 408, 413, 420, S1, S3, S4
Opening Times	Telephone: Monday to Friday 9 am to 5 pm
Language	There are no interpreting services available.
Wheelchair Access	All sites are wheelchair accessible
Other Information	Sutton Carers Centre may be able to provide a carer's assessment to a carer of someone with an enduring mental health problem supported only by his or her GP.

Sutton Carers Centre

voluntary service



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Sutton Counselling Service

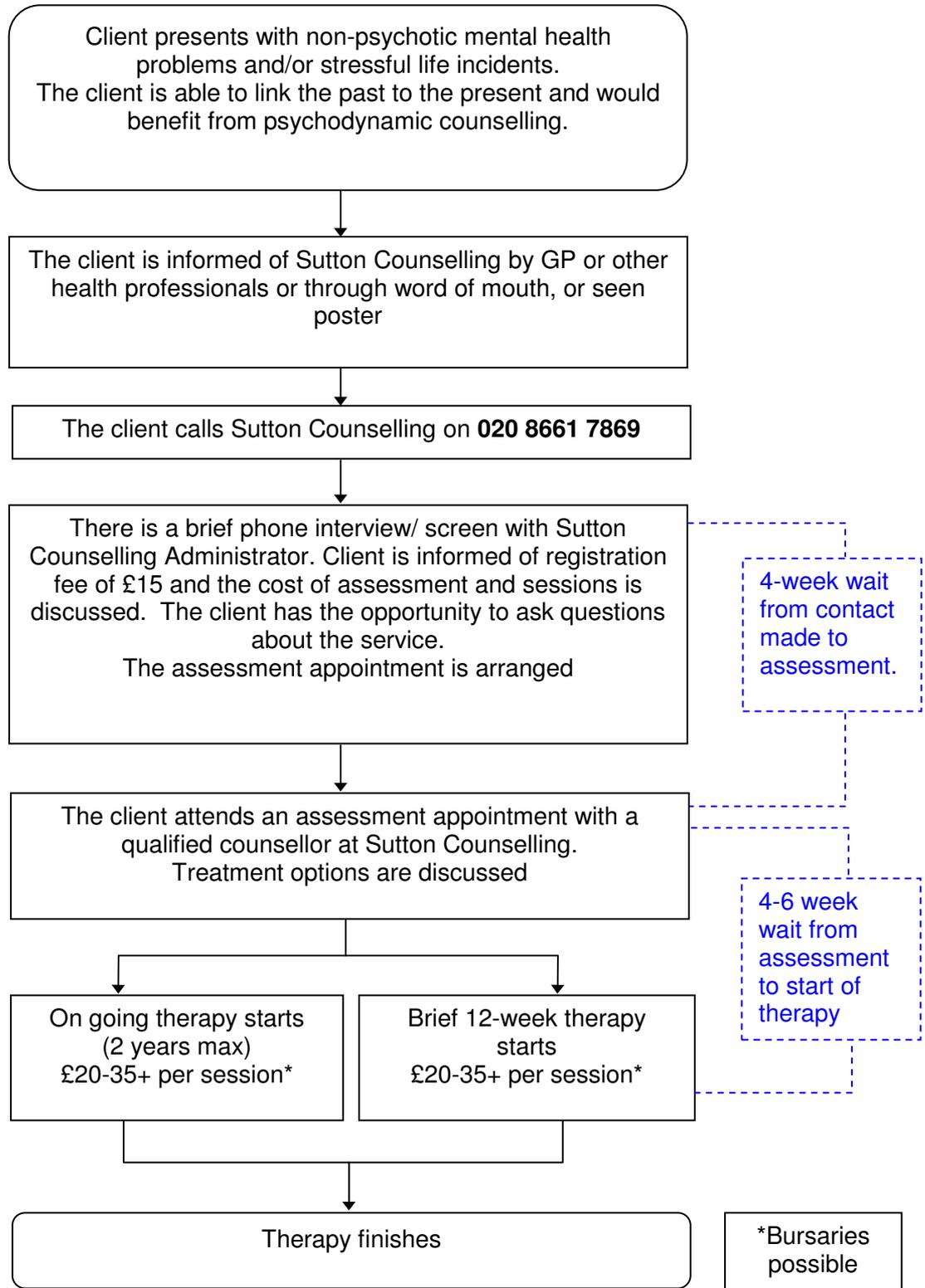
voluntary service



Service Information	Sutton counselling service aims to offer affordable long term and brief psychodynamic counselling to adults (18+) in Sutton and the surrounding area. The service is most suitable for adults who are able to link the past to the present and who would benefit from psychodynamic counselling.
Type and duration of therapy	The service offers psychodynamic and integrative approaches to therapy Long term therapy runs for up to maximum of 2 years. There is the possibility of brief therapy that lasts up to 12 sessions.
Professional Accreditation	All counsellors must be in 2 nd year of training as a counsellor or psychologist. Qualifications are recognised by British Association of Counselling and Psychotherapy (BACP) All counsellors receive weekly formal supervision with qualified supervisor
Waiting Times	2-4 weeks for assessment (dependant on flexibility of client) After assessment there is a 4 week (approx) wait to start therapy (If the wait is too long, they may suggest alternative options)
Mode of Referral	It is preferred that clients refer themselves by phoning. Referrals also accepted from GP via letter or 'phone referral.
Information sharing	The client is always asked to give GP contact details. With permission of the client, GPs may be contacted post assessment, once therapy has started, and when therapy has finished. GPs may also be contacted in times of crisis
Cost	There is a £15 registration fee and a further minimum charge of £15 for assessment. Ongoing sessions from £20 minimum on sliding scale to £35+. Bursaries are available in exceptional circumstances.
Contact details:	21a Cheam Road, Sutton, Surrey, SM1 1SN Telephone: 020 8661 7869 suttoncounselling@btinternet.com
How to get there	Less than a 10 minute walk from Sutton Station Buses include 80, 151, 154, 164, 213, 280, 407, 408, 413, 420, S1, S3, S4
Opening Times	Telephone: 9 am to 5 pm Therapy sessions: 9am to last session at 8 pm
Language	There are no interpreting services available
Wheelchair Access	Wheelchair accessible, but <u>no disabled toilet</u>
Other Information	This service is not appropriate for adults with predominant alcohol/drug problems or psychosis

Sutton Counselling Service

voluntary service



GP contacted if appropriate

GP contacted with client's permission to state therapy has started or if there is concern regarding clients' mental health

Sutton Drop-in Club

voluntary service



Service Information	Sutton Drop-In club provides friendship and support to adults (18+) who have a severe and enduring mental health problem. The service provides social support including benefits advice service, a coffee shop, activities and outings.
Type and duration of therapy	There is no formal psychological therapy.
Professional Accreditation	Project managers have received mental health recovery training from Care Service Improvement Partnership and can now train staff and people who use services (for a fee).
Waiting Times	There is no waiting time for the drop-in.
Mode of Referral	No formal referral is required. It is preferred that the person 'phones to book a visit before attending.
Information sharing	If the service is concerned about a service-user they will contact their key worker or GP with permission from the service user.
Cost	There is no cost to access the Drop-in. However there is a cost of £1.30 for a 2 course lunch, and there are small costs for outings.
Contact details:	63 Downs Road, Belmont, Sutton, SM2 5NR Telephone: 020 8770 0172 Fax: 020 87707275 Email: suttondropin@aol.com
How to get there	Less than a 10 minute walk from Belmont Station Buses include 80, 280, 420
Opening Times	Open at Downs Road, Monday and Tuesday 10.00am-3.00pm, Thursday 10.30am to 3.00pm, Friday 10.30 am to 2.30 pm Open at Cheam Resource Centre: Wednesday 6.30pm-9.30pm, Saturday 11.00am - 4pm Lunch available Monday, Tuesday, Thursday and Saturday Coffee shop available Friday Benefits Advice available Saturday and Wednesday evenings
Language	There are no interpreting services available.
Wheelchair Access	Both drop-in sites are wheelchair accessible.
Other Information	

Sutton Drop-in Club

voluntary service



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Sutton Refugee Network

voluntary service



Service Information	The Sutton Refugee Network offers advice and assistance to refugees, asylum-seekers and newly settled migrants living in Sutton. There is a weekly drop-in centre on Wednesday from 10am-2.30pm at Trinity Church Sutton. There are several projects run from the Refugee Network, including English classes, craft workshops and a crèche. There is also a second-hand clothes service and food parcels for those without financial support. There is also a counsellor
Type and duration of therapy	There is a counselling service that is provided in partnership with Sutton Counselling. The duration of therapy will vary on a case by case basis.
Professional Accreditation	The counselling service is provided by counsellors who must be in 2 nd year of training as a counsellor or psychologist. Qualifications are recognised by British Association of Counselling and Psychotherapy (BACP) All counsellors receive weekly formal supervision with qualified supervisor Volunteers provide the rest of the service.
Waiting Times	There is no waiting time for the drop-in centre. There may be waiting times for some of the other services provided, including the counselling service.
Mode of Referral	People can turn up to the group without formal referral
Information Sharing	The client is always asked to give GP contact details. With permission of the client, GPs may be contacted post assessment, once therapy has started, and when therapy has finished. GPs may also be contacted in times of crisis
Cost	There is no cost for the service-user for any of the services provided by Sutton Refugee network
Contact details	Telephone: 020 8770 6983 The drop in centre takes place at Trinity Church, Sutton, Cheam Road, Sutton, Surrey, SM1 1DZ srefugeen@yahoo.co.uk
How to get there	Less than a 10 minute walk from Sutton Station, behind Sutton Civic Offices Buses include 80, 151, 154, 164, 213, 280, 407, 408, 413, 420, S1, S3, S4
Opening Times	The drop-in centre at Trinity Church is open: Wednesday from 10am-2.30pm.
Language	Interpreting services are available for both the drop-in and counselling
Wheelchair Access	The drop-in centre is wheelchair accessible
Other Information	Refugees with learning disabilities are welcomed.

Sutton Refugee Network

voluntary service



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Victim Support, Merton

voluntary service



Service Information	Victim Support Merton provides help, support and information to victims of crime who live in the London Boroughs of Merton and Sutton and provides support for witnesses attending Wimbledon Magistrates Court.
Type and duration of therapy	There is a confidential listening service. There is no formal psychological therapy
Professional Accreditation	All staff and volunteers receive training which is provided by Victim Support, London.
Waiting Times	There is no waiting time to access the services
Mode of Referral	People can refer themselves by calling 020 8685 1637 . The police often make referrals. However, people do not need to be in contact with the police or have reported the crime to use Victim Support. Clients can be seen in their own home (unless it is not considered safe), or choose to meet in a neutral place, such as a library.
Information sharing	No information is shared with other parties unless with the client's consent.
Cost	The service is free, but donations are welcomed
Contact details:	Vestry Hall, 336 London Road, Mitcham, Surrey CR4 3UD Telephone: 020 8685 1637 Fax: 020 8646 6405 Email: Vs.merton@vslondon.org www.victimsupport.org.uk/vs_england_wales/contacts/merton/site_info/legal.php
How to get there	Accessible by bus, tram-link, nearby parking available.
Opening Times	Monday-Friday 10 am 'til 4 pm
Language	Interpreting services are available upon request
Wheelchair Access	Wheelchair accessible
Other Information	There is also a confidential Victim Supportline: 0845 30 30 900 (Monday-Friday 9 am – 9pm; Weekends: 9 am – 7 pm; Bank holidays 9 am – 5 pm)

Victim Support, Merton *voluntary service*



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Information sheets about mental health disorder and problems associated with mental health for service-users

Information Sheets about Common Mental Health Disorders

- Depression
- Generalised Anxiety Disorder
- Panic Disorder
- Obsessive Compulsive Disorder (OCD)
- Post Traumatic Stress Disorder (PTSD)
- Eating Disorders
- Bipolar Affective Disorder
- Schizophrenia

Information Sheets about Problems Related to Mental Health

- Anger Management
- Bereavement
- Caring for someone with a mental health disorder
- Debt management
- Relationships
- Stress Management

Information sheets about mental health disorder and problems associated with mental health for service-users

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DEPRESSION

Sutton

What is depression?

If you are affected by depression, you are not just sad or upset. Depression is a serious illness where you may have intense feeling of persistent sadness, helplessness and hopelessness. You may find that you no longer enjoy the things that you used to enjoy. These feelings are severe enough to interfere with your daily life, and can last for weeks or months rather than days. There are many symptoms of depression that can be physical, psychological and social (see box).

Depression is a common problem; about 15% of people will have a major bout of depression at some point in their lives. Mild depression does not stop you from leading a normal life, but at its most severe depression can be life threatening with thoughts of death and suicide.

What are the treatments for depression?

Treatment for depression can involve different approaches, and often people find that a combination of treatments work best. The treatment of depression will depend on the severity of the depression, and whether it is a first or recurrent episode.

There are some life-style changes that can help reduce your symptoms, such as taking regular exercise, keeping active and doing things you enjoy, maintaining a healthy diet and sleep pattern. Your GP will be able to advise you, and you can find out more information on some of the websites and books listed overleaf.

Your GP may discuss the use of antidepressants and may refer you to the Psychological Therapies in Primary Care service (PTiPC) in Sutton. This service provides guided self-help, group therapy and some individual Cognitive Behaviour Therapy (CBT) or Interpersonal Therapy (IPT). You can find out more information about talking therapies in the websites and books listed overleaf.

If you continue to be depressed after trying medication or going to the PTiPC, your GP may refer you to the Community Mental Health Team (CMHT). The CMHT provides specialist mental health services and will provide a care package which may include medication management, psychological therapy and social support. The CMHT may refer you to other services within the Trust that specialise in particular therapies.

Symptoms of depression

When depressed you may experience some of the following symptoms:

Psychological Symptoms

- Feeling continuously low or sad
- Feeling hopeless and helpless
- Feeling tearful or crying easily
- Feeling guilty
- Feeling irritable or annoyed
- Feeling worried or anxious
- Feeling like you can't be bothered
- Not being interested in things or enjoying them anymore
- Thinking about killing yourself
- Experiencing disturbed sleep

Physical Symptoms

- Being slowed down in moving and speaking;
- Eating more or less and putting on or losing weight
- Being constipated
- Having aches and pains that
- Losing interest in sex and experiencing changes in the menstrual cycle
- Feeling tired and finding it hard to concentrate
- Feeling agitated or restless

Social symptoms:

- Not performing well at work;
- Not taking part in social events and avoiding friends;

A diagnosis should only be made by a health professional.



DEPRESSION

Sutton

Useful sources of information and support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthproblems/depression/depression.aspx
- www.mind.org.uk/Information/Factsheets/
- www.depression.org.uk/index.php
- www.patient.co.uk/showdoc/23068720/
- www.nhsdirect.nhs.uk/articles/article.aspx?articleId=127
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- A Self Help Guide to Managing Depression by P.J. Barker ISBN: 0748733647
- Feeling Good: The New Mood Therapy by D. Burns ISBN: 0380810336
- Overcoming Depression: A Self-Help Guide Using Cognitive Behavioural Techniques by P. Gilbert ISBN: 1841191256
- The Depression Workbook: A Guide for Living With Depression And Manic Depression by M.E. Copeland and M. McKay ISBN: 157224268X

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

<p>Sutton Counselling Service Sutton Counselling aims to offer affordable long term and brief psychodynamic counselling to adults (18+) in Sutton.</p> <p>Address 21a Cheam Road, Sutton, SM1 1SN Telephone 020 8661 7869 Email suttoncounselling@btinternet.com</p>	<p>Open Door Counselling Open Door Counselling offers Psychodynamic therapy for young people and adults. For more information and to access the service, please call.</p> <p>Address 1 Grove Cottage Grove Park High Street, Carshalton, SM53BB Telephone 020 8770 4388 Email karen-opendoor@fsmail.net</p>
<p>Private Therapy If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:</p> <p>British Association for Behavioural and Cognitive Psychotherapies www.babcp.com</p> <p>British Association for Counselling and Psychotherapy www.bacp.co.uk/seeking_therapist/index.html</p> <p>British Psychological Society www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm</p>	<p>Depression Alliance Depression Alliance website has useful information and can help you locate your nearest self-help and support group. The self-help groups enable people affected by depression to share experiences and coping strategies with others in similar situations. For more information, please go to the website</p> <p>Email information@depressionalliance.org</p>
<p style="text-align: center;">Other Useful Numbers</p> <p style="text-align: center;">SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm) Samaritans: 08457 90 90 90 (everyday, 24 hours) NHS Direct: 0845 46467 (every day, 24 hours) Mental Health Helpline: 0500 639 000</p> <p style="text-align: center;">There are other voluntary services in Sutton that may be useful but not directly linked to depression, please ask your GP for more information.</p>	



GENERALISED ANXIETY DISORDER

Sutton

What is Generalised Anxiety Disorder (GAD)?

Anxiety is something that everyone experiences from time to time, but when it becomes can become overwhelming or continuous it can impact on our day to day life. GAD is a condition where you have excessive anxiety most days which makes you feel ill and tired.

GAD is quite common and will affect approximately 1 in 50 of us at some point. The main symptom of GAD is persistent worrying. You may be worrying about several things at once, or you may feel anxious even if you do not have anything to worry about. You may find yourself being worried about being worried (see symptom box).

What are the treatments for anxiety?

Treatment for anxiety can involve a variety of different approaches, including psychological therapy, medication and self-help.

There are some life-style changes that can help, including learning relaxation techniques, regular exercise and a reduction in stimulants such as caffeine and nicotine - your GP will be able to advise you, or you can find out more information on some of the websites and books listed overleaf.

If the anxiety persists your GP may refer you to the Psychological Therapies in Primary Care service (PTiPC) in Sutton. This service provides guided self-help, group therapy and some individual Cognitive Behaviour Therapy (CBT). You can find out more information about psychological therapies in the websites and books listed overleaf.

Your GP may suggest medication that can assist in managing anxiety. There is a range of short-term and long-term medication. You can find out more about the medications available in the websites listed overleaf.

If the anxiety persists after being seen by PTiPC and receiving a course of medication you may be referred to the Community Mental Health Team (CMHT). The CMHT provides specialist mental health services and will offer a care package which may include medication management, psychological therapy and social support. The CMHT may refer you to other services within the Trust that specialise in particular therapies.

Symptoms of Generalised Anxiety
When anxious you may experience
some of the symptoms described
below.

Psychological Symptoms

- Continuously worrying, even if you don't have anything to worry about
- Feeling restless
- Finding it hard to relax
- Feeling tired most of the time
- Finding it difficult to concentrate
- Having a tendency for your mind to go blank
- Feeling irritable most of the time,

Physical Symptoms

- Feeling physically tense, sometimes leading to muscle pain
- Getting headaches
- Experiencing an irregular or fast heart beat (palpitations)
- Feeling a tightness or pain in your chest
- Sweating
- Experiencing hot or cold flushes,
- Feeling sick (nausea), experiencing stomach pains, and diarrhoea.

Many of the physical symptoms of anxiety are similar to other problems, so it is important to talk to your doctor if you are worrying or feeling anxious about something to ensure the right treatment is offered.

A diagnosis should only be made by a health professional.



GENERALISED ANXIETY DISORDER

Sutton

Useful sources of information and support in Sutton

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.rcpsych.ac.uk/campaigns/changingminds/mentaldisorders/anxiety.aspx
- www.mind.org.uk/Information/Booklets/Understanding/Understanding+anxiety.htm#What_is_anxiety
- www.nhsdirect.nhs.uk/articles/article.aspx?articleId=28§ionId=22278
- www.patient.co.uk/showdoc/23069094/
- www.nopanic.org.uk
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- The Anxiety and Phobia Workbook by Bourne, E. J. (3rd Ed) ISBN: 1572244135.
- Feel the Fear and Do It Anyway: How to Turn Your Fear and Indecision into Confidence and Action by S. Jeffers ISBN: 091907071
- Mind Over Mood: Cognitive Treatment Therapy Manual for Clients by Padesky, C., & Greenberger, D Guilford Press. ISBN: 0898621283
- Cognitive Therapy of Anxiety Disorders: A Practical Guide by A. Wells ISBN: 047196476X
- Overcoming Anxiety by Helen Kennerley ISBN: 1854874225

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

No Panic (Sutton)

A self-help discussion group held weekly or fortnightly for people who suffer from an anxiety disorder. Provides support and information. Please call before attending.

Telephone 020 8644 0363

Private Therapy

If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:

British Association for Behavioural and Cognitive Psychotherapies www.babcp.com

British Association for Counselling and Psychotherapy
www.bacp.co.uk/seeking_therapist/index.html

British Psychological Society
www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm

Other Useful Numbers

SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)

Samaritans: 08457 90 90 90 (everyday, 24 hours)

NHS Direct: 0845 46467 (every day, 24 hours)

There are other voluntary services in Sutton that may be useful but not directly linked to anxiety, please ask your GP for more information.



PANIC DISORDER

Sutton

What is Panic Disorder?

Panic attacks are extremely frightening: a sudden rush of overwhelming fear (see symptom box). At least one in 10 people experiences occasional panic attacks. People who experience recurrent panic attacks may have Panic Disorder, which approximately one in 50 people will experience.

The experience of a panic attack can be so severe and sudden that people often think that they are having a heart attack or choking. Although frightening, panic attacks are not life threatening. For some people panic attacks are very unpredictable. Other people may associate their panic attacks with being in certain situations. This may develop into a phobia: a fear of a specific thing or place (e.g. agoraphobia).

As panic attacks are so intense and unpleasant, people who experience them may feel anxious about when the next panic attack will occur, often described as a "fear of fear". Some people also make changes to their life to avoid the chance of having a panic attack, for example not going to public places. People who have frequent panic attacks can often feel helpless and out of control leading to feelings of depression.

What are the treatments for Panic Disorder?

Treatment for panic disorder can involve a variety of different approaches, including psychological therapy, medication and self-help.

There are some life-style changes that may help, including learning relaxation techniques, regular exercise and a reduction in stimulants such as caffeine and nicotine - your GP may be able to advise you, or you can find out more information on some of the websites/ books listed overleaf.

If the panic attacks persist your GP may refer you to the Psychological Therapies in Primary Care service (PTiPC) in Sutton. This service provides guided self-help, group therapy and some individual Cognitive Behaviour Therapy (CBT). You can find out more information about psychological therapies in the websites and books listed overleaf. Your GP may prescribe medication that can assist in managing anxiety.

If the anxiety and panic attacks persist after being seen by PTiPC and receiving a course of medication you may be referred to the Community Mental Health Team (CMHT). The CMHT provides specialist mental health services and will provide a care package which may include medication management, psychological therapy and social support. The CMHT may refer you to other services within the Trust that specialise in particular therapies.

Symptoms of Panic Attacks

Most panic attacks last between 5 and 20 minutes. You may experience some of the following symptoms:

Physical symptoms

- Dizziness or feeling faint
- Heart racing (palpitations)
- Trembling or shaking
- Difficulty breathing
- Feeling of choking
- Feeling sick (nausea)
- Chest pain
- Numbness or tingling sensations
- Ringing in the ear.
- Chills or hot flushes
- Sweating

Psychological symptoms (thoughts and feelings)

- Feelings of unreality and detachment (derealisation / depersonalisation)
 - Fear of losing control
 - Fear of dying
 - Feeling an urge to escape
 - Feeling like you have lost control
- You may feel anxious about when the next panic attack might be.

If you change your patterns of going out to avoid the chance of a panic attack you may start to feel isolated and depressed

A diagnosis should only be made a mental health professional.



PANIC DISORDER

Sutton

Useful sources of information and support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthproblems/anxietyphobias/anxietyphobias.aspx
- www.mind.org.uk/Information/Booklets/How+to/How+to+cope+with+panic+attacks.htm#What_are_panic_attacks_
- www.nhsdirect.nhs.uk/articles/article.aspx?articleId=277§ionId=28419
- www.patient.co.uk/showdoc/23069094/
- www.nopanic.org.uk
- www.phobics-society.org.uk/
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- The Anxiety and Phobia Workbook by Bourne, E. J. (3rd Ed) ISBN: 1572244135.
- Overcoming Panic by Derrick Silove ISBN: 1854877011
- Feel the Fear and Do It Anyway: How to Turn Your Fear and Indecision into Confidence and Action by S. Jeffers ISBN: 091907071
- Mind Over Mood: Cognitive Treatment Therapy Manual for Clients by Padesky, C., & Greenberger, D Guilford Press. ISBN: 0898621283
- Cognitive Therapy of Anxiety Disorders: A Practical Guide by A. Wells ISBN: 047196476X

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

No Panic (Sutton)

A self-help discussion group held weekly or fortnightly for people who suffer from an anxiety disorder. Provides support and information. Please call the number below before attending the group.

Telephone 020 8644 0363

Private Therapy

If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:

British Association for Behavioural and Cognitive Psychotherapies www.babcp.com

British Association for Counselling and Psychotherapy
www.bacp.co.uk/seeking_therapist/index.html

British Psychological Society
www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm

Other Useful Numbers

National Phobic Society Helpline: 0870 122 2325 (Monday - Friday 9.15-9pm)

First Steps to Freedom Helpline: 08451202916 (everyday 10am to 2am)

SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)

Samaritans: 08457 90 90 90 (everyday, 24 hours)

NHS Direct: 0845 46467 (every day, 24 hours)

Mental Health Helpline: 0500 639 000

There are other voluntary services in Sutton that may be useful but not directly linked to OCD, please ask your GP for more information.



OBSESSIVE COMPULSIVE DISORDER

Sutton

What is Obsessive Compulsive Disorder (OCD)?

OCD has two main features: experiencing frequent, disturbing, unwanted thoughts that result in fears and anxiety (obsessions); and carrying out rituals in response to fears caused by the obsessions (compulsions – see symptom box). In some cases, a person may have only obsessional thoughts without showing compulsive behaviour or visa versa.

Most people have occasional unwanted thoughts that only stay in their mind for a few moments. This is normal, even though the thoughts are upsetting or strange to the person that thought them. But some people find that these thoughts are with them for long periods of time and they cannot get rid of them.

Obsessive compulsive disorder is a common mental health condition that affects approximately 2% of the population. The severity of OCD varies between people and the impact of OCD on their everyday life will differ, but each person's distress is very real.

People with OCD may try to fight these anxiety-provoking unwanted thoughts with mental or physical rituals - the compulsions. Carrying out the rituals can make them feel slightly better, but this is only temporary because when the obsessional thought comes back the whole ritual starts again.

Most people with OCD know that their thoughts and behaviour are irrational and senseless, but feel incapable of stopping them. People with OCD may experience feelings of embarrassment, guilt and even shame, often impacting on their self-esteem and relationships with others and may lead to depression.

Treatment for OCD

Treatment for OCD may involve a variety of different approaches, including psychological therapy, medication and self-help.

If your GP thinks you have OCD, they may prescribe medication and/ or refer you to the Psychological Therapies in Primary Care service (PTiPC) in Sutton. This service provides guided self-help, group therapy and some individual Cognitive Behaviour Therapy (CBT). You can find out more information about talking therapies in the websites and books listed overleaf.

If the OCD persists after being seen by PTiPC and receiving a course of medication you may be referred to the Community Mental Health Team (CMHT). The CMHT provides specialist mental health services and will provide a care package which may include medication management, psychological therapy and social support. The CMHT may refer you to other services within the Trust that specialise in particular therapies.

Symptoms of OCD

A person with OCD has obsessions, compulsions or both. There are many types of obsessions and compulsions. Below are some common examples of obsessions and compulsions

Obsessions

- Unwanted thoughts, often of a disturbing nature e.g. sexual or violent urges,
- Feeling the need to confess to something,
- Fear of making mistakes or behaving in an inappropriate way,
- Fear about causing harm to other people,
- Needing everything to be perfect.

Compulsions

- Fear of contamination and germs, leading to constant cleaning,
- Repeatedly checking things, such as doors and locks,
- Counting, while performing routine tasks,
- Needing to do things a certain number of times or in a certain order,
- Touching or arranging items in careful and neat order,
- Hoarding objects, usually of no value
- Repeating numbers, words, phrases, prayers or a particular song

Physical Symptoms of OCD are similar to panic attacks, including:

- Sweating,
- Racing heart,
- Dizziness,
- Shortness of breath, and
- Trembling or shaking

A diagnosis should only be made by a mental health specialist.



OBSESSIVE COMPULSIVE DISORDER

Sutton

Useful sources of information and support in Sutton

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.ocdaction.org.uk/ocdaction/index.asp
- www.ocduk.org
- www.mind.org.uk/Information/Booklets/Understanding/Understanding+obsessive-compulsive+disorder.htm
- www.nhsdirect.nhs.uk/articles/article.aspx?articleId=266§ionId=23130
- www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthproblems/obsessivecompulsivedisorder/obsessivecompulsivedisorder.aspx
- www.nopanic.org.uk/menu.htm
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- Overcoming Obsessive-Compulsive Disorder by D. Veale and R. Willson **ISBN:** 1841199362
- The OCD Workbook: Your Guide to Breaking Free from Obsessive-Compulsive Disorder by C. Pedrick and B. Hyman **ISBN:** 1572244224
- Free Yourself from Obsessive-Compulsive Disorder by B. Lock **ISBN:** 0060987111

Private Therapy

If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:

British Association for Behavioural and Cognitive Psychotherapies www.babcp.com

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www.bacp.co.uk/seeking_therapist/index.html

British Psychological Society
www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm

Other Useful Numbers

SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)

Samaritans: 08457 90 90 90 (everyday, 24 hours)

NHS Direct: 0845 46467 (every day, 24 hours)

Mental Health Helpline: 0500 639 000

There are other voluntary services in Sutton that may be useful but not directly linked to OCD, please ask your GP for more information.



POST TRAUMATIC STRESS DISORDER

Sutton

What is Post Traumatic Stress Disorder (PTSD)?

Anyone who experiences a traumatic and distressing event is likely to experience physical and emotional reactions, for example nightmares, irritability, sadness or anxiety (see Symptom box).

For most people these symptoms gradually reduce over a month as the person comes to terms with the traumatic event. However, for approximately one in three people these symptoms keep on going without improvement and may develop into Post Traumatic Stress Disorder.

Some people may feel numb or removed from themselves (depersonalised) after experiencing a traumatic event and it may be months before PTSD symptoms develop, although usually the symptoms develop within six months of experiencing the traumatic event.

PTSD increases the risk of depression and other anxiety-related disorders such as phobias and generalised anxiety disorder. Symptoms may affect a person's ability to work and their relationships with others.

What are the treatments for PTSD?

Treatment for PTSD can involve a variety of different approaches, including psychological therapy and medication. People often find a combination works best

Your GP may refer you to the Psychological Therapies in Primary Care service (PTiPC). This service provides the recommended psychological therapy for PTSD: trauma focussed Cognitive Behavioural Therapy (CBT). You can find out more information about psychological therapies in the websites and books listed overleaf.

If the PTSD persists or if the PTSD is very severe, you may be referred to the Community Mental Health Team (CMHT). The CMHT provides a specialist mental health services and will provide a care package which may include medication management, psychological therapy and social support. You may be offered CBT within the CMHT or the CMHT may refer you to specialist services such as the Traumatic Stress Service, which specialises in treating severe PTSD.

Symptoms of PTSD

People with PTSD may experience different symptoms. Here is a list of some of the symptoms you may experience.

Intrusion

This means the event is constantly revisited in your mind, including:

- Having sudden, unwanted and vivid memories (flashbacks).
- Feeling like you are re-experiencing the event all over again. This can feel very real and be very frightening.

Avoidance

This means that you may unconsciously avoid thinking about the traumatic event so that you do not experience the stress and pain of the memories. This may include symptoms like:

- Feeling numb and unable to feel strong emotions
- Feeling depressed, guilty and anxious
- Avoiding activities that may trigger memories of the event
- Using alcohol or drugs to manage or avoid the painful emotions.

Increased arousal

This means that you are on constant alert. As a result, you may experience some of these symptoms:

- Jumping or being startled by sudden noises
- Feeling irritable
- Feeling angry
- Getting angry about small things "snapping"
- Finding it hard to concentrate
- Difficulty sleeping
- Poor mental and work performance
- Feeling tense, including experiencing headaches, shaking and sweating and digestion difficulties.

A diagnosis should only be made by a mental health specialist.



POST TRAUMATIC STRESS DISORDER

Sutton

Useful sources of information and support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthproblems/posttraumaticstressdisorder.aspx
- www.mind.org.uk/Information/Booklets/Understanding/Understanding+post-traumatic+stress+disorder.htm
- www.patient.co.uk/showdoc/23069095/ (A self-help guide)
- www.nhsdirect.nhs.uk/articles/article.aspx?articleId=293
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- Post Traumatic Stress Disorder: The Invisible Injury by David Kinchin ISBN-10: 0952912147
- The PTSD Workbook by Mary-Beth Williams, Soili Poijula ISBN-10: 1572242825
- Understanding Your Reactions to Trauma: A Guide for Survivors of Trauma and Their Families by Claudia Herbert ISBN-10: 1904127029
- Overcoming Traumatic Stress by Claudia Herbert and Ann Wetmore ISBN-10: 1841190160

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

<p>Refugee Network The Sutton Refugee Network provides a support group and a range of other activities (e.g. English classes, advocacy and advice) for refugees in Sutton. Call for more information</p> <p>Telephone 020 8770 6983 Address Sutton Refugee Network, Trinity Church, Sutton Email srefugeen@yahoo.co.uk</p>	<p>Rape and Sexual Abuse Support Centre (RASAC) RASAC provides a confidential help line and counselling service to rape victims and survivors of sexual abuse. Call for more information</p> <p>HelpLine 08451 221 3311 Counselling information 020 8683 3311 Email info@rasasc.org.uk</p>
<p>Breaking Free Breaking Free provides support service for women who have survived childhood sexual abuse by providing a safe, confidential and non-judgemental environment. Call for more information.</p> <p>HelpLine 0845 108 0055 Monday to Thursday 10 am to 1 pm Email support@breakingfreecharity.org.uk</p>	<p>Private Therapy If you are interested in seeking private therapy it is recommend that you find a therapist through one of these professional bodies:</p> <p>British Association for Behavioural and Cognitive Psychotherapies www.babcp.com</p> <p>British Association for Counselling and Psychotherapy www.bacp.co.uk/seeking_therapist/index.html</p> <p>British Psychological Society www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm</p>
<p style="text-align: center;">Other Useful Numbers</p> <p style="text-align: center;">SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm) Samaritans: 08457 90 90 90 (everyday, 24 hours) Mental Health Helpline: 0500 639 000</p> <p style="text-align: center;">There are other voluntary services in Sutton that may be useful but not directly linked to depression, please ask your GP for more information.</p>	



EATING DISORDERS

Sutton

What are eating disorders?

Anorexia Nervosa is characterised by significant weight loss (leading to a body weight of less than 85% of healthy weight) through suppressing the urge to eat.

Bulimia Nervosa is characterised by binge eating. Binge eating means eating unusually large amounts of food in relatively short amount of time, often accompanied by a feeling of being out of control. The bingeing is often followed by 'purging.' This is an attempt to "get rid" of everything through self-induced vomiting or the abuse of laxatives. People may also try to get rid of calories by exercising excessively.

Both Bulimia and Anorexia Nervosa result from the person's fears about acceptable body weight and fears of fatness. Anorexia and Bulimia Nervosa occur in around 1 in 100 women. Approximately 10% of people diagnosed are men.

While the two disorders are often thought of as being different, they are closely related. It is possible to have features of both anorexia and bulimia, or to have some, but not all of the features of one of the conditions

Why do people develop eating disorders?

There is no one answer to this question. There are many factors that may trigger the development of an eating disorder, but generally speaking eating disorders are not only about food and weight but are linked with unhappiness, low self esteem and emotional control.

Treatments for Eating Disorders

Resolving an eating disorder can be difficult. Often someone with an eating disorder will have very mixed feelings about changing – while they may feel they want to change they may fear making that change. It takes a lot of courage to resolve eating disorders and it can often feel safer not to do so.

Currently the most effective treatment for eating disorders is psychological therapy. Social and medical support may also be useful for some people.

Symptoms related to eating disorders

People with eating disorders may experience some or all of the features of anorexia and/or bulimia nervosa.

Below are some of the symptoms that may be experienced:

Restricted eating

- Sleeping badly and feeling restless
- Difficulty concentrating or thinking clearly
- Being preoccupied with thoughts of food
- Feeling low in mood (depressed)
- Finding it harder to eat
- Feeling tired, weak and slow as your body's metabolism slows down
- Becoming constipated or bloated, experiencing stomach cramps
- Absence of your periods (amenorrhoea)
- Developing brittle bones (osteoporosis)
- Vitamin and mineral deficiencies, such as anaemia
- Muscle wasting possibly leading to organ failure

Binging

Binge eating is uncontrollable and excessive eating. It can happen on its own or alongside with purging. Binge-eating often happens in secrecy, and is associated with feelings of shame, disgust or guilt.

People who binge-eat may put on weight and may lead to obesity related disorders such as Type 2 diabetes, high cholesterol and high blood pressure, gall bladder and heart disease.

Purging

Purging includes self-induced vomiting and the abuse of laxatives.

- Erosion of tooth
- A swollen face
- Irregular heart-beats or palpitations
- Feeling weak and tired
- Kidney damage
- Difficulty opening bowels without using laxatives
- Huge weight swings

A diagnosis should only be made by a mental health specialist.



EATING DISORDERS

Sutton

Treatments for Eating Disorders in Sutton

For bulimia, your GP may refer you to Psychological Therapies in Primary Care (PTiPC) for psychological assessment, where you may be offered guided self-help or individual psychological therapy.

For anorexia and enduring bulimia, your GP may refer you to the Community Mental Health Team (CMHT) who will assess your needs and how best to meet them. Treatment may include psychological, medical, and social support. The CMHT may refer you to specialist eating disorder services, if appropriate.

Useful sources of support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.bbc.co.uk/health/conditions/mental_health/disorders_eating.shtml
- www.nhsdirect.nhs.uk/
- www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthproblems/eatingdisorders/eatingdisorders.aspx
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- Understanding Eating Disorders (Family Doctor) by Dr B Palmer and D Eastbury ISBN-10: 1898205744
- Overcoming Anorexia Nervosa by Christopher Freeman and Peter Cooper
- Overcoming Binge Eating by C.Fairburn ISBN 0-89862-179-
- Bulimia Nervosa and Binge-eating: A Guide to Recovery (Robinson Family Health Series) by Peter J. Cooper ISBN: 1854871714
- Appetite for Life: Inspiring Stories of Recovery from Anorexia, Bulimia, and Compulsive Overeating by Margie Ryerson ISBN: 059534755X

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them

Eating Disorders Association

Provides support and understanding about eating disorders

Youthline (for callers 18 years and under)- 0845 634 7650 (Mondays-Fridays 4.00 pm to 6.30 pm)

Adult Helpline – 0845 634 1414 (Mondays to Fridays 8.30 am to 8.30 pm)

Email: talkback@edauk.com

Website: www.edauk.com

Private Therapy

If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:

British Association for Behavioural and Cognitive Psychotherapies www.babcp.com

British Association for Counselling and Psychotherapy www.bacp.co.uk/seeking_therapist/index.html

British Psychological Society www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm

Other Useful Numbers

SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)

Samaritans: 08457 90 90 90 (everyday, 24 hours)

NHS Direct: 0845 46467 (every day, 24 hours)

Mental Health Helpline: 0500 639 000

There are other voluntary services in Sutton that may be useful but not directly linked to eating disorders, please ask your GP for more information.



BIPOLAR AFFECTIVE DISORDER

Sutton

What is bipolar affective disorder?

Bipolar affective disorder is often simply called Bipolar Disorder, and used to be called 'manic depression'. It is characterised by episodes of extreme emotion, far beyond what most people experience. These episodes can be:

- **Low:** feelings of intense depression and despair: the 'depressive' episode.
- **High:** feelings of elation, the 'manic' episode.
- **Mixed:** for example, depressed mood with the restlessness and overactivity of a manic episode.

People with bipolar disorder usually experience both depressive and manic episodes. The mood episodes may last from three weeks to over 6 months. Between the mood swings there can be stable periods. There are different types of bipolar that are characterised by the length and intensity of mood swings.

What are the treatments for Bipolar Disorder?

Treatment for bipolar disorder can involve a variety of different approaches, including psychological therapy, medication and self-help.

There are some life-style changes that can also help, including keeping a diary to keep track of your mood and learning to recognise signs of getting "high" or "manic" and getting "low." Your GP will be able to advise you, or you can find out more information on some of the websites and books listed overleaf.

If your GP thinks you may have bipolar disorder, or if you have a history of bipolar disorder and you are becoming unwell, your GP will refer you to the Community Mental Health Team (CMHT). The CMHT provides a specialist mental health service and will provide a care package which may include medication management, psychological therapy and social support. The CMHT may refer you to other services within the Trust that specialise in particular therapies.

If the bipolar disorder is stable, your GP will be able to monitor your physical and mental health.

Symptoms of Bipolar Disorder

Bipolar has two extremes: the low episode and the high episode, each with different symptoms. You may experience some of the symptoms below

Low episode

Psychological symptoms

- Feeling unhappy for a long time
- Losing interest and enjoyment in things
- Not feeling confident about yourself
- Feeling irritable or annoyed
- Feeling like you can't keep still/restless
- Thinking about killing yourself
- Having difficulty making even simple decisions
- Finding it hard to concentrate
- Finding it hard to start or finish things
- Feeling tearful, crying a lot

Physical symptoms

- Eating more/less and putting on/ losing weight
- Being constipated
- Not sleeping well, waking in the night
- Feeling tired and exhausted
- Losing interest in sex (loss of libido)

Behavioural symptoms

- Not seeing friends or making contact with people.

High episode

Psychological symptoms

- Feeling very happy and excited
- Being irritable with other people when they disagree with you
- Feeling important
- Thinking of new and exciting ideas
- Thinking very quickly, hopping from one idea to the next
- Hearing voices that other people can't hear (auditory hallucination)

Physical symptoms

- Feeling full of energy
- Not sleeping, or not wanting to sleep
- Doing lots of things/becoming active
- Increased interest in sex (increased libido)

Behavioural symptoms

- Making spur of the moment decisions
- Spending your money quickly and without much thought
- Becoming too friendly or too critical with other people
- Making grand plans that other people think are not realistic (grandiose ideas)
- Speaking very quickly. You may find other people find it hard to understand you

A diagnosis should only be made by a mental health specialist.



BIPOLAR AFFECTIVE DISORDER

Sutton

Useful sources of information and support in Sutton

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.rcpsych.ac.uk/PDF/Bipolar%20BDF.pdf
- www.mdf.org.uk/
- www.sane.org.uk/public_html/About_Mental_Illness/ManicDepression.shtm
- www.mind.org.uk/NR/rdonlyres/E475F6F2-2008-49F9-8CFF-2B04A208D7E7/0/Understandingbipolarordermanicdepression2006.pdf
- www.rethink.org/about_mental_illness/mental_illnesses_and_disorders/bipolar_disorder/index.html
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- *Overcoming Mood Swings* by Jan Scott ISBN: 1841190179
- *The Bipolar Disorder Survival Guide: What You and Your Family Need to Know* by David J. Miklowitz ISBN: 1572305258
- *A Lifelong Journey: Staying Well with Manic Depression/Biopolar Disorder* by Sarah Russell ISBN: 0855723572

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

<p>The Manic Depression Fellowship - the BiPolar Organisation</p> <p>This is a national organisation that aims to enable people with bipolar disorder to take control of their lives. They facilitate local support groups; the nearest one is based at the Civic Offices, Sutton. The group runs on a monthly basis. Please call before attending.</p> <p>Address Civic Offices, Sutton, SM1 1EA Telephone 08456 340 540 or 020 7793 2600</p>	<p>Sutton Drop-in</p> <p>Sutton Drop-in, based at Belmont and Cheam, Resource Centre provides friendship and support to people with severe mental health problems. There are a range of projects and activities. Please make contact before you attend.</p> <p>Address 63 Sutton Drop-in, Downs Road, Sutton, SM2 5NR Telephone 020 8770 0172 Email suttondropin@aol.com</p>
<p>Rethink, Sutton and Merton</p> <p>Rethink is a national organisation that aims to provide practical and positive support to people with severe mental health problems and their carers. There is a local weekly support group on Wednesdays 5 to 8 p.m.</p> <p>Address Wimbledon Guild, 30-32 Worples Road, Wimbledon Emergency Helpline 0800 028 8000 Email laurajohnsonrethink@hotmail.com</p>	<p>Private Therapy</p> <p>If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:</p> <p>British Association for Behavioural and Cognitive Psychotherapies www.babcp.com British Association for Counselling and Psychotherapy www.bacp.co.uk/seeking_therapist/index.html British Psychological Society www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm</p>
<p style="text-align: center;">Other Useful Numbers</p> <p style="text-align: center;">SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm) Samaritans: 08457 90 90 90 (everyday, 24 hours) NHS Direct: 0845 46467 (every day, 24 hours) Mental Health Helpline: 0500 639 000</p> <p style="text-align: center;">There are other voluntary services in Sutton that may be useful but not directly linked to bipolar disorder, please ask your GP for more information.</p>	



SCHIZOPHRENIA

Sutton

What is Schizophrenia?

Schizophrenia is a mental disorder that affects how a person thinks, feels and behaves. The way it affects a person will change over time. Some people may be unwell for a few months and then recover. Others may experience repeated episodes, between which the symptoms go into remission (the symptoms go). Others may experience severe and continuous episodes.

Schizophrenia has lots of symptoms, and people may experience only a few of them. The symptoms of schizophrenia can be divided into two categories:

- “**Positive symptoms**” are experiences such as hearing voices or having unusual and extreme beliefs. These symptoms are sometimes described as “psychosis.” Sometimes thinking can be confused, slowed or sped up, known as a “thought disorder”
- “**Negative symptoms**” are a loss or decrease in normal functions, for example not feeling motivated to do anything

Someone with schizophrenia may experience both positive and negative symptoms, while others may experience only one type of symptom (see symptom box).

What are the treatments for schizophrenia?

Treatment for schizophrenia involves a combination of different approaches, including medication, psychological therapies and social support. Treatment for schizophrenia often involves family and friends and is designed to help you and your family and friends cope better with the situation.

If your GP believes that you may have schizophrenia s/he will immediately refer you to the Community Mental Health Teams (CMHTs). The CMHT provides specialist mental health services and will offer a care package which will include medication management, psychological therapy and social support. You may be offered cognitive behavioural therapy (CBT) within the CMHT. You can find out more information about psychological therapies in the websites and books listed overleaf.

If the schizophrenia is in the early stages of development the CMHT may refer you to the Early Intervention Service that works with people under 35 years old who are in the early stages of schizophrenia. You may also be referred to other services within the Trust that specialise in particular therapies.

Symptoms of Schizophrenia

You may experience some of the following symptoms.

Positive symptoms

- Feeling restless-you may find people comment that you are being noisy or irrational
- Experiencing sudden mood changes
- Being unable to think straight
- Feeling like your thoughts and behaviour are being controlled by some one else
- Strong beliefs that other people find strange or unreal (delusions)
- Hearing voices that other people cannot hear (auditory hallucinations)
- Seeing things that other people cannot see (visual hallucinations)
- Believing that people are out to hurt you
- You may not be aware that your behaviour is unusual, while other people may tell you that it is

Negative symptoms

- Feeling uncomfortable around other people
- Not going to social situations anymore
- Difficulties concentrating
- Not doing as much as you used to
- Finding it hard to make conversation
- Not feeling emotions strongly, or not being able to express them (called flattened affect)
- Not looking after yourself (self-neglect)

Schizophrenia shares many symptoms with other disorders, which often makes it hard to diagnose

A diagnosis should be made by a health professional

Myths about Schizophrenia

Schizophrenia is often misunderstood as split personality or “multiple personality”.

People with schizophrenia are very rarely dangerous to other people. Most people who have schizophrenia are vulnerable and withdrawn and more likely to hurt themselves than others.



SCHIZOPHRENIA

Sutton

Useful sources of information and support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.rcpsych.ac.uk/pdf/Schizophrenia.pdf
- www.rethink.org/about_mental_illness/mental_illnesses_and_disorders/schizophrenia/index.html
- www.schizophrenia.com/
- www.sane.org.uk/public_html/About_Mental_Illness/Schizophrenia.shtm
- www.rcpsych.ac.uk/mentalhealthinformation/therapies/cognitivebehaviouraltherapy.aspx

Books

- Getting into the System: Living with Serious Mental Illness by Gwen Howe ISBN: 1853024570
- Accepting voices by M Romme and S Escher ISBN: 9781874690139
- Living with Schizophrenia: An holistic approach to understanding, preventing and recovering from negative symptoms by J Watkins ISBN: 0-85572-272-X

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

<p>Rethink, Sutton and Merton</p> <p>Rethink is a national organisation that aims to provide practical and positive support to people with severe mental health problems and their carers. There is a local weekly support group on Wednesdays 5 to 8 p.m.</p> <p>Wimbledon Guild, 30-32 Worples Road, Wimbledon</p> <p>Emergency Helpline 0800 028 8000</p> <p>Email laurajohnsonrethink@hotmail.com</p>	<p>Sutton Drop-in</p> <p>Sutton Drop-in, based at Belmont and Cheam, Resource Centre provides friendship and support to people with severe mental health problems. A hot meal is served at some of the drop-in sessions. There are a range of projects and activities that are run at the centre. Please make contact before you attend.</p> <p>63 Sutton Drop-in, Downs Road, Sutton, SM2 5NR</p> <p>Telephone 020 8770 0172</p> <p>Email suttondropin@aol.com</p> <p>How to get there Belmont train station, 5 minute walk Buses: 280, 80, S4</p>
<p>Private Therapy</p> <p>If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:</p> <p>British Association for Behavioural and Cognitive Psychotherapies www.babcp.com</p> <p>British Association for Counselling and Psychotherapy www.bacp.co.uk/seeking_therapist/index.html</p> <p>British Psychological Society www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm</p>	<p>Other Useful Numbers</p> <p>SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)</p> <p>Samaritans: 08457 90 90 90 (everyday, 24 hours)</p> <p>NHS Direct: 0845 46467 (every day, 24 hours)</p> <p>Mental Health Helpline: 0500 639 000</p> <p>There are other voluntary services in Sutton that may be useful but not directly linked to schizophrenia, please ask your GP for more information.</p>



ANGER MANAGEMENT

Sutton

What is anger?

Anger is part of being human, and is a natural response to feeling threatened, hurt or violated, or to something that does not seem fair. Anger itself is a normal process, but problems can occur if it is not managed in the right way. Expressing anger through violence and aggression can be destructive, while suppressing anger can also be damaging. When we feel angry it is often because we want something changed. Expressing ourselves assertively, rather than angrily, can be a useful way of achieving change.

Anger can vary from mild irritation to intense fury and rage. People can experience a range of physical and psychological symptoms (symptom box). People can react to things outside them in an angry way, or people can become angry through thinking about their own personal problems, or by an upsetting memory. The physical symptoms of anger are similar to anxiety (see symptoms box), but the way we recognise those feelings will depend on the situation we are in.

Anger management strategies

There are some strategies that can help. The books and websites over the page have more detail about strategies that can be useful.

Knowing when to walk away

It is helpful to recognise when you are becoming angry before you lose control, or “see red.” If you feel that you are becoming unable to think straight or feel that you might hurt someone, explain that you are too angry to talk now, if you can, and go somewhere quiet to calm down. There may be situations where this is not always possible, where other strategies might be better.

Getting to know your anger

Look at when you get angry and explore the good and bad consequences of getting angry. Think of times when you have managed not to get angry – what was different? How did you react differently?

Improving communication

Often when people are angry, they find it hard to communicate what they are feeling, or do not communicate it at all. When angry, people tend to jump to conclusions and assume things. It is really important to listen to what the other person is saying when you are angry, which can be very difficult to do.

Learning assertive communication skills can help reduce your feelings of anger, while recognising the problems you faced that made you angry. The websites and books overleaf contain information about being assertive.

Fight or flight

When people become angry they experience what is called the “fight or flight” response. This is a release of adrenaline and other hormones that get the body ready to run (fly) or attack (fight) when we perceive a threat.

People may experience

- Breathlessness or difficulty breathing
- Their heart racing (palpitations)
- Chest pains
- Hot flushes or chills

These symptoms are similar to anxiety and are a result of the same bodily responses.

When anger is uncontrolled or unresolved (not expressed) there can be longer term effects.

Physical

- Digestion problems (including heart burn, irritable bowel syndrome and stomach ulcers)
- Problems with the heart and circulatory system
- Difficulties sleeping (insomnia)
- A higher sensitivity to pain
- Skin disorders like eczema
- A weaker immune system so you are more likely to catch colds and infections.

Psychological

- Feeling depressed when the anger is turned in on yourself
- Feeling anxious
- Losing confidence in yourself (low self esteem)
- Using drugs and alcohol to relieve feelings of anger or to allow yourself to express them more
- Hurting yourself (self-harm)
- Being emotionally or physically aggressive toward other people

Other mental health problems are related to anger.



ANGER MANAGEMENT

Sutton

Anger management strategies (continued)

Relaxation

Simple relaxation tools, such as controlled breathing and relaxing imagery, can help calm down angry feelings. These techniques may help to keep you calm, even when you are not angry. www.bbc.co.uk/health/conditions/mental_health/coping_relaxation.shtml has some useful tips on relaxation.

Changing Your Environment

Sometimes the situation or environment that we are in can make us stressed, tense and angry. Some people may feel trapped by their situations. Try to give yourself a break. Make sure you have some "personal time" scheduled for times of the day that you know are particularly stressful.

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.bbc.co.uk/health/conditions/mental_health/coping_angermanagement1.shtml
- www.angermanage.co.uk
- www.nhsdirect.com/articles/article.aspx?articleId=1890
- www.mind.org.uk/Information/Booklets/How+to/How+to+deal+with+anger.htm

Books

- Beating Anger: The Eight-point Plan for Coping with Rage by Mike Fisher ISBN: 1844135640
- Taking Charge of Anger: How to Resolve Conflict, Sustain Relationships and Express Yourself Without Losing Control by W.Robert Nay ISBN: 1572306807
- Overcoming Anger and Irritability by William Davies ISBN-10: 1854875957
- The Anger Habit Workbook: Practical Steps for Anger Management by Carl Semmelroth ISBN: 0595245625

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

<p>Everyman Project The Everyman Project provides individual and group therapy to people who are violent towards their partners, and support for partners.</p> <p>Head office, 1A Waterlow Rd London N19 5NJ</p> <p>Telephone 020 7263 8884 Email everymanproject@btinternet.com</p>	<p>Open Door Counselling Open Door Counselling offers Psychodynamic therapy for young people and adults. For more information and to access the service, please call.</p> <p>1 Grove Cottage Grove Park High Street, Carshalton, SM53BB</p> <p>Telephone 020 8770 4388 Email karen-opendoor@fsmail.net</p>
<p>Other Useful Numbers</p> <p>SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm) Samaritans: 08457 90 90 90 (everyday, 24 hours) NHS Direct: 0845 46467 (every day, 24 hours) Mental Health Helpline: 0500 639 000</p>	<p>Sutton Counselling Service Sutton Counselling aims to offer affordable long term and brief psychodynamic counselling to adults (18+) in Sutton.</p> <p>21a Cheam Road, Sutton, SM1 1SN</p> <p>Telephone 020 8661 7869 Email suttoncounselling@btinternet.com</p>
<p>Private Therapy</p> <p>If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:</p> <p>British Association for Behavioural and Cognitive Psychotherapies www.babcp.com British Association for Counselling and Psychotherapy www.bacp.co.uk/ British Psychological Society www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm</p>	



BEREAVEMENT

Sutton

What is bereavement?

Bereavement is a distressing but common experience. Most people will be affected by the loss of someone close to us at some point in their lives. Although grief is a very personal thing, the order in which people experience these feelings can be similar. Most people do not need therapy after bereavement but some people may need extra help either from a counsellor or mental health specialist.

Normal grief reaction

Grieving is not just one feeling, but a whole succession of feelings, which take a while to get through and cannot be hurried. People often describe **shock** soon after the death of someone close. Some people describe feeling **numb** or **stunned**. This numbness can help people get through the practical arrangements and family pressures that surround the funeral. Some people worry that they seem **uncaring**. This is just one of the signs of shock and it is most likely that they will feel the impact of the loss at a later stage.

Some people find themselves continually **agitated** and unable to stop or relax at all. These feelings of agitation can lead to **anxiety** and **panic**. Feeling restless and agitated may alternate with feeling **depressed**, **weepy** and **tired**. People may experience a deep yearning for the person they have lost. Some people feel **guilt**, perhaps dwelling on arguments they had with that person or on emotions and words that they wished they had expressed.

It is common for people to **avoid** meeting people for fear of being asked about the person who has died. This can lead to **isolation**. People may find themselves preoccupied with thoughts of joining the person who has died.

However after a time, many people find themselves gradually returning to a kind of routine and their memories of their bereaved become less pervasive and less pre-occupying. These stages of mourning often overlap and show themselves in different ways. Most people should recover from a major bereavement within one or two years. The final phase is “**letting-go**” of the person who has died and the start of a new sort of life. This does not mean forgetting the person.

Unresolved grief reaction

For some people it may prove more difficult to get back to normal, even after months of feeling upset. People may feel **angry** at the person who has died or angry at people involved in their relative's care or angry at themselves. Other people find themselves completely **overwhelmed** and **unable to cope**.

Such reactions may continue for some time and manifest themselves as repeated bouts of depression over many years. If the depression does continue to deepen, affecting appetite, energy and sleep, it may be worth speaking to your GP about antidepressants or a referral for psychological therapy or counselling.

What can you do to help yourself through bereavement?

- **Funeral arrangements** should be considered carefully. Try to have someone with you. Do not feel pressured into a funeral that is too expensive for your budget.
- **Don't make major changes** in your life until you have had time to adjust to the death. This is a time when people may make changes they can regret.
- **Look after your own health**. This is a time when you may become prone to illness. Eat well, rest properly and take extra care.
- **Talk to people** about how you feel. Keep up contacts and relationships, even though this may be hard.



BEREAVEMENT

Sutton

Useful sources of information and support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.bbc.co.uk/relationships/coping_with_grief/usefulcontacts/grief_index1.shtml
- www.rcpsych.ac.uk/mentalhealthinformation/mentalhealthproblems/bereavement/bereavement.aspx
- www.childbereavement.org.uk/
- www.bereavement.org.uk/
- www.bereavementuk.co.uk
- www.mind.org.uk/Information/Booklets/Understanding/Understanding+bereavement.htm

Books

- Living with Loss by Liz McNeill Taylor ISBN: 1841191051
- I wasn't ready to say goodbye: surviving, coping and healing after the death of a loved one by B. Noel and P. Blair ISBN: 1891400274
- Companion Through the Darkness: Inner Dialogues on Grief by Stephanie Ericsson ISBN: 0060969741
- What to Do When Someone Dies: From Funeral Planning to Probate and Finance ("Which?" Essential Guides) by Paul Harris ISBN: 1844900282

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them

<p>Cruse Bereavement Care Cruse is a charity that specialises in bereavement. They provide a national website with information, a national helpline and local support centres that can provide 1:1 counselling and group support. The service is free, although donations are welcomed.</p> <p>Day by day Helpline 0870 167 1677 Monday to Friday 9.30am to 5pm Branch numbers Richmond: 020 8876 0417 Croydon: 020 8916 0855 Website www.cruse.org.uk/</p>	<p>National Association of Widows (NAW) NAW is a self-help organisation, run by widows, for widows, that offers comfort, friendship and a listening ear to widows and unmarried women who have lost a partner through bereavement. There is no local group to Sutton currently, but they are a useful source of information and contacts.</p> <p>Telephone 0845 838 2261 Website www.nawidows.org.uk/</p>
<p>The Compassionate Friends (TCF) TCF is an organisation of bereaved parents and their families offering understanding, support and encouragement to others after the death of a child or children. They provide a local befriending service.</p> <p>TCF Helpline 0845 123 2304 Every day 10am to 4.00pm / 6.30pm - 10.30pm Branch numbers Richmond: 020 8876 0417 Croydon: 020 8916 0855 Website www.tcf.org.uk/</p>	<p>Private Therapy If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:</p> <p>British Association for Counselling and Psychotherapy (BACP) www.bacp.co.uk/seeking_therapist/index.html</p> <p>British Psychological Society (BPS) www.bps.org.uk/e-services/find-a-psychologist/</p> <p>British Association of Behavioural and Cognitive Psychotherapy (BABCP) www.babcp.com/</p>
<p style="text-align: center;">Other Useful Numbers</p> <p style="text-align: center;">SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)</p> <p style="text-align: center;">Samaritans: 08457 90 90 90 (everyday, 24 hours)</p> <p style="text-align: center;">NHS Direct: 0845 46467 (every day, 24 hours)</p>	



CARING FOR SOMEONE

with a mental health problem, in Sutton

Caring for someone

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. Many people who care for someone do not classify themselves as a "carer." They are simply doing what they feel they have to do.

Caring for someone can be immensely rewarding, but it can also be extremely stressful both practically and emotionally.

Difficulties of caring

Often caring can mean working long hours, sometimes being "on call" 24 hours a day. Being a carer can mean you are no longer able to do the things you were one able to. Perhaps you are not able to see friends or do activities you enjoyed. Practical things like going to the dentist, let alone having a holiday, can become very difficult. Perhaps the hours caring demands conflict with working hours or perhaps you are a full time carer and are no longer able to work.

There can be financial difficulties, especially if you have had to cut down or stop work completely. Dealing with the local authority to help with benefits and social support can also be mentally exhausting. It can feel very overwhelming.

Becoming a carer can have an impact on the relationship between you and the person you care for. As a carer it can feel as if your needs are always second to the needs of the person you care for. Caring may also put strains on other relationships, including family and friends. Sometimes carers can feel quite isolated or misunderstood.

The stress of caring can increase the risk of depression and anxiety related disorders. There are sources of help and support available to carers, which can be really useful in helping carers manage the many challenges of caring.

Information is essential

Information about the illness, disorder or disability of the person you care for and the expected process of treatment can demystify the whole process and help you identify their rights and your rights. You can find lots of information about what you should expect from health services for many disorders, mental health and otherwise, at www.nice.org.uk

Information about services available to carers in your local area, including benefits advice, support networks, advice and advocacy, and respite schemes can also be a vital lifeline. The Carer's Centre (see box) is a good place to start.

The Sutton Carers Centre

The Carers Centre in Sutton is the first place to contact. Many carers use this service and find it really useful.

The Carers Centre can provide:

- Information, advice and informal advocacy
- a support network of other carers
- reduced rate alternative therapies
- a listening service
- carers assessments for people caring for someone with mental health problems being supported only by their GP
- and they will be able to tell you about other services in Sutton.

Contact them:

Sutton Carers Centre,
Benhill Avenue,
Sutton,
Surrey, SM1 4DA

Telephone: 020 8296 5611

Email: carersenquiries@suttoncarerscentre.org

Website: www.carers.org/sutton



CARING FOR SOMEONE

with a mental health problem, in Sutton

What to expect if you are caring for someone with a mental health problem

What to expect for the person with a mental health problem

Many mental health problems are treated in primary care services- that is, by the GP and teams that work locally. Treatment for mental health problems often includes medication and psychological therapy. The GP may prescribe medication.

In Sutton, someone with mental health problems may be referred to the Psychological Therapies in Primary Care service (PTiPC). PTiPC is made up of psychologists and primary care mental health workers. They provide guided self-help and psychological therapy.

If the mental health problem is more complex, severe or enduring, then they may be referred to the Community Mental Health Team (CMHT) or CMHT for older people. The CMHTs provide specialist mental health services and will provide a care package for the person you are caring for, including medication management, psychological therapy and social support.

What to expect if the person you care for is an older person with dementia

Your GP may refer the person to the CMHT for older people for assessment. The CMHT may provide advice or may liaise with social services to arrange a care package for the person. The person may be prescribed medication and may be offered help with memory problems or other support, depending on need.

What you should expect as a carer

As a carer you should be offered a carer's assessment with social services. Your GP should be able to organise this for you, but you can also ask the Carers Centre in Sutton. The aim of the assessment is to identify *your* needs and see if there are any services that could make caring easier for you. The person assessing you will be able to tell you what you are entitled to and where you can get further support.

You should expect information about: the mental health disorder, any medication, therapy and local resources and services to be provided by all services at all levels of care.

Other useful services

The **Sutton Carers Centre** (over page) is the first place to contact, but you may find some these other services useful.

Carers' Development Unit, Sutton

The carers development unit provides a range of support groups for carers. There are groups for specific caring areas including a mental health.

Phone 0208 770 4547

Email Jill.waterman@sutton.gov.uk

Age Concern

Age Concern provides a range of services for older people and their carers including practical advice and assessment about safety and security in the home, socialising opportunities and advice for carers.

Phone 020 8770 4092

Email mharper@ageconcernsutton.org.uk

Alzheimer's Society

The Alzheimer's Society provides a range of services for people with Alzheimer's and their carers, including a weekend break care service, a lunch club and an evening support group for carers

Phone 020 8770 1875

Email branch@alzheimers-sutton.org.uk

Rethink, Sutton and Merton

Rethink is a national organisation that aims to provide practical and positive support to people with severe mental health problems and their carers. There is a local weekly support group on Wednesdays 5 to 8 p.m.

Emergency Helpline 0800 028 8000

Email laurajohnsonrethink@hotmail.com

There may be other voluntary services that you may find useful that are not directly related to caring. Please ask your GP for more information.

There may be other voluntary services that provide support to people who have the same problem as the person you care for. These can be useful for both of you.



DEBT MANAGEMENT

Sutton

What is debt?

Almost everyone owes money - bills are a fact of life. But sometimes you may find you're swamped with debts and can't see a way of paying them all. The worst thing you can do is to ignore the problem - it won't just go away. If you are in debt and you are finding it hard to cope, it's important to deal with the problem as soon as possible – the longer you ignore your debts, the worse the situation becomes.

Being in debt can be highly stressful and in some situations lead to depression and anxiety. Conversely, sometimes being unwell, physically or mentally, can lead to debt. Sometime people who are depressed can believe that they have big debts. Please seek advice from the services listed overleaf if you are about to make serious financial decisions. Below are some suggestions on how to manage your debt.

Debt management

Knowing your debt

The first job is to sort out exactly what you owe, and to whom you owe it (your creditors). You then need to put these debts in order of importance. The most important ('priority') debts aren't necessarily the biggest ones. Priority debts are ones where serious action can be taken against you if you don't pay what you owe.

- **Priority debts** are things such as mortgage repayments, rent, taxes and payments ordered by the courts: if you don't sort these out, there's a possibility you could lose your home or go to prison.
- **Non-priority debts** include credit card payments, bank loans, catalogue repayments and money you've borrowed from family or friends. You can't ignore these, but the immediate implications of not paying them are not as severe so they do not need to be your first priority.

Work out a personal budget

To find out what debt repayments you can afford, work out a weekly or monthly budget to see what you need to live on. It's important to be realistic and honest with yourself. Your budget will show how much money you can afford to commit to paying off your debts. Your budget may also show you where you can save money.

National Debtline provides a free self-help pack and leaflets, including help on how to work out a personal budget. You can download these from their website or ask for them to be posted to you by calling their helpline (over the page).

Cutting your costs

You can look at your expenses to see where you can make savings. You could also try shopping around to reduce bills or think about selling non-essential items that you own (for example, a second car).

Increasing your income

You may be in debt because you're not receiving all the money you're entitled to. For example, it's advisable to:

- make sure you're not paying too much tax
- check whether you're entitled to tax credits
- ensure you're receiving the benefits you're entitled to
- make sure that any family and friends living with you are paying enough towards household expenses
- check whether your mortgage payments are covered by insurance if you are not able to work



DEBT MANAGEMENT

Sutton

Useful sources of information and support in Sutton

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Where to get help and advice

Many organizations offer free, independent advice on debt problems, so you don't need to use companies that charge. The following organizations will give you free help and advice

<p>Citizens Advice Bureau (CAB) Your local CAB is a good starting point for free advice. They provide free information and advice on legal, money and other problems. The Sutton CAB service is available by appointment only. There are two sites, one in Sutton Library and one in Parkgate Road, Wallington. Please 'phone to make an appointment.</p> <p>Telephone 020 8405 3552 Website www.nationaldebtline.co.uk Opening hours 9.30 a.m. to 5 p.m. pm Monday to Friday,</p>	<p>National Debtline National Debtline offers free, confidential and independent help over the 'phone for people in England, Scotland and Wales. You can call their helpline and also download publications from their</p> <p>Address Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham B16 8TP Telephone 0808 808 4000 Website www.nationaldebtline.co.uk Opening hours 9.00 am to 9.00 pm Monday to Friday, 9.30am to 1.00 pm on Saturday</p> <p>website.</p>
<p>Consumer Credit Counselling Service (CCCS) The CCCS has a helpline, providing free, independent and impartial advice to people who have debt problems.</p> <p>Address Wade House, Merrion Centre Leeds, LS2 8NG Telephone 0800 138 1111 Website www.cccs.co.uk Opening hours Helpline hours: 8am to 8pm Monday to Friday</p>	<p>Legal help</p> <p>Community Legal Service If you're being threatened with legal action, you can check the Community Legal Service website to see what your legal rights are. www.clsdirect.org.uk</p> <p>Legal Advice You may also be entitled to free and independent advice from your local Law Centre –find out more by going to the Legal Services Website on: www.legalservices.gov.uk/</p>
<p>London Borough of Sutton Tenancy Service The Sutton Tenancy Service provides debt management advice to their tenants through a rent advisor</p> <p>Address Civic Office, St Nicolas Way, Sutton, SM1 1EA Telephone 0800 195 5552 Website www.sutton.gov.uk/ Opening hours 9 a.m. to 5 p.m. Monday to Friday</p>	<p>Other Useful Numbers</p> <p>SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)</p> <p>Samaritans: 08457 90 90 90 (everyday, 24 hours)</p> <p>NHS Direct: 0845 46467 (every day, 24 hours)</p>



RELATIONSHIPS

Sutton

Relationship Difficulties

Good relationships with others are central to our happiness and wellbeing. This information sheet concentrates on couples, although there are many other relationships including family relationships. When a relationship runs into difficulty it can have adverse effects on all people involved. This can be a stressful time, and may lead to feelings of sadness, anger and bitterness, emptiness and hopelessness, hurt and guilt.

There are many reasons why relationships become difficult or breakdown. Relationship difficulties may arise from events outside the relationship such as money worries, illness or tragic events. Communication difficulties can contribute to relationship difficulties, perhaps resulting in arguments and sometimes violence or abuse. Each relationship is unique, each with different problems, requiring different solutions.

Many couples in intimate relationships experience sexual problems at some point. Sometimes this may be due to physical difficulties or sometimes it might be that one or both partners lose interest in sex. These difficulties can be embarrassing to talk about with each other, but have a significant impact on the relationship.

Things that may help

There may be changes that you can make to reduce the stress on your relationship. You may also be able to develop skills and strategies for maintaining a healthy relationship.

Communicate with each other

If there are external pressures on your relationship such as debt issues or stress at work it may be helpful to address these. It is important to keep communicating with each other, especially when you are in a difficult situation.

Make time for each other and yourself

You may find that you don't spend much time together any more. Try to plan things that you used to enjoy together. Make a regular slot that is your private time together. On the other hand some couples or families may find it useful to ensure they spend time apart from each other- to get "me-time". Getting the balance right can be hard, but talk through planning time together and apart.

Write it down

It may be helpful for you and the other person in the relationship to write down how you are feeling, why you are feeling like this and what you can do to make a difference. It may be useful to write down ways the situation could be resolved, then discuss the options and agree to try one of the resolutions. Do not try to do this activity if either of you are feeling angry or hurt, but step away from the emotions to find a practical, balanced solution.

Argue constructively

Disagreeing with each other is a normal and healthy part of human relationships. There are ways to make arguments constructive. These include sticking to the subject that the argument started about. Try not to interrupt when the other person is talking, and do not try to read their minds or assume they can read yours.

Relate

Relate offers relationship advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face and by phone. There is a fee per session for relationship counselling and sex therapy.

There is a centre based in Croydon, which has outposts in Sutton, Morden, Purely, Wimbledon and Caterham Please call for more information.

Phone 0208 680 1944

Address 9 Ramsey Court, 122 Church Street,
Croydon, CR0 1RF



RELATIONSHIPS

Sutton

Seeking professional counselling

Sometimes it might be useful to see professional help with relationships. Relationship counselling can be between couples, families, or even 1:1 if there are difficulties with relationships in general.

It might be useful to seek professional guidance when:

- You talk to your partner and it feels as though you're not being heard
- After you've talked, you feel frustrated and confused.
- You can't talk for more than a few minutes without it turning into a shouting match.
- You're afraid that if you bring up a certain subject, things will get even worse.
- There's nothing left to say.

- (BBC website: www.bbc.co.uk/relationships/couples/comm_counselling.shtml)

Useful sources of information and support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.bbc.co.uk/relationships/
- www.bbc.co.uk/health/conditions/mental_health/support_relations.shtml .
- www.2as1.net/index.html
- www.relate.org.uk/aboutus/faqs/ .
- www.metrocentreonline.org/services.htm (specifically for lesbian, gay, bisexual people and people who are uncertain of their sexuality)

Books

- Better Relationships: Practical Ways to Make Your Love Last by Sara Litvinhoff ISBN: 0091856701
- Relate Guide to Sex in Loving Relationships (Relate Series) by Sara Litvinhoff ISBN 009185668X
- How Love Works: How to Stay in Love as a Couple and True to Yourself Even with Kids by Steve and Sharon Biddulph ISBN: 0722539355

Services

Private Therapy

If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:

British Association for Behavioural and Cognitive Psychotherapies www.babcp.com

British Association for Counselling and Psychotherapy
www.bacp.co.uk/seeking_therapist/index.html

British Psychological Society
www.bps.org.uk/e-services/find-a-psychologist/psychoindex.cfm

Domestic Violence

If you are experiencing or have experience domestic violence, these services or organisations may be able to help.

English National Domestic Violence helpline 0808 2000 247

Women's Aid 0808 2000 247
Sutton Women's Aid 020 8669 7608

If you are male and have been violent towards your partner and would like to seek help contact the

Everyman Project on 0207 263 8884



STRESS MANAGEMENT

Sutton

What is Stress?

Stress is the way you feel when you're under too much pressure. A moderate amount of pressure can be positive, making us more alert, keeping us motivated and improving our performance. However, too much pressure, or prolonged pressure, can lead to stress. Stress is a well-known trigger for depression and anxiety and it can also affect your physical health. So it is important to identify the causes of stress in your life and try to minimise them.

Any sort of loss, from bereavement, divorce and separation to a child leaving home causes stress, as do long-term illness and disability. But things such as marriage, moving house, a new job and holidays have quite high stress ratings too. Work-related stress is the second biggest occupational health problem in the UK.

Stress management strategies

There may be lifestyle changes that you can make to reduce the stresses you experience. You may also develop skills and strategies for coping with stress, even if you can't change the situation itself. Here are some suggested strategies.

Get to know the triggers of your stress

For some people, the reasons for stress may be obvious. For others it may be less clear-cut. Keep a log during of your stress levels. See if you can identify a pattern - are there certain times of day that your stress levels are higher? Are there certain events? Avoid the triggers of the stress, or see if you can change your routine to accommodate the stressful events, such as leaving earlier or later to avoid rush-hour traffic?

Make time for yourself and look after yourself

Give yourself some breathing space. This may be scheduling an enjoyable activity on a regular basis. Ensure you have some quiet time, whether that is a long soak in the bath, a sports activity or a long walk. It is important to eat well. If you are feeling stressed, avoid stimulants like caffeine and nicotine. Taking exercise has been shown to reduce stress levels.

Relaxation

Simple relaxation tools, such as controlled breathing and relaxing imagery, can help reduce stress. These techniques may help to keep you calm, even when you are not stressed at the time. See www.bbc.co.uk/health/conditions/mental_health/coping_relaxation.shtml for information.

Take things one step at a time

We often become stressed when we feel like there is too much for us to cope with. If there are lots of things for you to do don't try to do them all at once. It may be helpful to write down all the things you need to do and then prioritise them. It may be that there is too much for you to do. If this is the case, accept offers of practical help, and don't be afraid to ask for help if you feel you need it.

When you are stressed you may feel some of the following things:

- Feeling irritable and agitated
- Feeling like you can't keep still-restless
- Feeling over sensitive to criticism
- Difficulty sleeping or waking up
- Feeling tired all the time
- Difficulty concentrating
- Drinking and smoking more
- Experiencing digestions problems including constipation, diarrhoea and heart-burn
- Feeling sick (nausea)
- Losing your appetite
- Experiencing chest pains
- Tension in your muscles leading to muscle pain
- Experiencing headaches
- Feeling dizzy
- Feeling tearful and weepy
- Experiencing pins and needles
- Experiencing excessive sweating



STRESS MANAGEMENT

Sutton

Tackling work related stress

Talk to someone in or out of work that you trust about the things that are bothering you. You may find it useful to seek professional counselling (see services listed below).

If the stress is affecting your work try to talk with your supervisor or manager. If difficulties can't be resolved, talk to your personnel department, trade union representative or other relevant members of staff. Occupational Health departments may also be a useful point of contact. Be aware of the company's policies and procedures regarding harassment, bullying or racism.

Stress often arises from difficulties in relationships at work. Remember to treat colleagues and clients with the respect and consideration you would like from them, even if you are stressed. Work regular hours and take all the breaks and holidays you are entitled to. If things feel like they are getting too much, book a day off or a long weekend.

Useful sources of information and support

There is a lot of information about mental health available on the Internet and in books. Occasionally these are not from reliable sources and may provide mis-information. While service users and mental health professionals have recommended these websites, books and services, we cannot guarantee their quality nor can we take responsibility for the impact that the resources and services will have on you. The websites and books listed here are not an exhaustive list.

Websites

- www.nnt.nhs.uk/mh/content.asp?PageName=selfhelp
- www.nhsdirect.nhs.uk/articles/article.aspx?articleId=350§ionId=18115
- www.patient.co.uk/showdoc/577/
- www.stress.org.uk

Books

- The Relaxation and Stress Reduction Workbook by M. Davis, E. Robbins-Eshelman, & M. McKay
- The Great Office Detox: Minimize Stress and Maximize Job Satisfaction by D. Walter
- Stress Management for Dummies (--for Dummies) by Allen Elkin
- Stress Relief and Relaxation Techniques (Healing Wisdom) by Judith Lazarus

Local non-NHS services Your GP will also be able to advise you of local services and how to contact them.

<p>Sutton Counselling Service</p> <p>Sutton Counselling aims to offer affordable long term and brief psychodynamic counselling to adults (18+) in Sutton.</p> <p>Address 21a Cheam Road, Sutton, SM1 1SN Telephone 020 8661 7869 Email suttoncounselling@btinternet.com</p>	<p>Open Door Counselling</p> <p>Open Door Counselling offers Psychodynamic therapy for young people and adults. For more information and to access the service, please call.</p> <p>Address 1 Grove Cottage Grove Park High Street, Carshalton, SM53BB Telephone 020 8770 4388 Email karen-opendoor@fsmail.net</p>
<p>Private Therapy</p> <p>If you are interested in seeking private therapy it is recommended that you find a therapist through one of these professional bodies:</p> <p>British Association for Counselling and Psychotherapy (BACP) www.bacp.co.uk/seeking_therapist/index.html</p> <p>British Psychological Society (BPS) www.bps.org.uk/e-services/find-a-psychologist/</p> <p>British Association of Behavioural and Cognitive Psychotherapy (BABCP) www.babcp.com/</p>	<p>Other Useful Numbers</p> <p>SaneLine: 0845 767 8000 (Monday- Sunday 1-11pm)</p> <p>Samaritans: 08457 90 90 90 (everyday, 24 hours)</p> <p>NHS Direct: 0845 46467 (every day, 24 hours)</p> <p>Mental Health Helpline: 0500 639 000</p>