

Richmond & Beyond - Services to Support Mental Health & Wellbeing for your staff, volunteers and beneficiaries

Local Services

Richmond Wellbeing Service

If you are feeling low, anxious or stressed, this service can help. It offers online and telephone support to borough residents 18+ and you can self-refer. Call 020 8548 5550 or visit www.richmondwellbeingservice.nhs.uk.

Richmond Borough Mind (RB Mind)

RB Mind offers information advice and support to adults and young people experiencing mental ill health as well as their carers. www.rbmind.org

Richmond Advice and Information (RAID)

Richmond AID provides advice, activity and support to people with disabilities. Their [Counselling Service](#) is open to all, whether you have a disability or not, and can support anyone with low level depression and anxiety. If you are experiencing issues or problems with the following, the RAID Counselling Service may be able to help:

- anxiety and stress
- depression
- loneliness
- sexuality
- bereavement and loss
- low self esteem
- sleep
- relationships or intimacy.

The service is low cost with rates on a sliding scale dependant on your circumstances. To find out more and request an initial conversation email counselling@richmondaid.org.uk or call 07821 503 943.

The Mulberry Centre

The Mulberry Centre is a charity based in the grounds of West Middlesex Hospital which provides cancer support and information services to anyone affected by a diagnosis of cancer – the person living with cancer, and their family and friends. There are no postcode boundaries to accessing their services and you can use their services regardless of where you received your diagnosis. www.themulberrycentre.co.uk

Richmond Carers Centre

Richmond Carers Centre provides free and confidential information, advice and emotional support to unpaid carers living in or caring for someone in the borough. www.richmondcarers.org

Space2Grieve

Space2Grieve is a local charity based in St Margarets offering free personal, confidential, one-to-one in-person bereavement support to anyone resident in Richmond borough. The service is available to adults and young people. www.space2grieve.org.uk

For Hounslow residents: Safe Space Helpline

A mental health helpline for adults living in Hounslow who are struggling. Carers will be given emotional support and advice and will be connected to services to improve their mental wellbeing. If you are facing a difficult situation or need someone to talk to call the Safe Space Helpline 11am-11pm, 365 days a year – 020 3475 5185.

Regional

Mental Health Crisis Support Line - available 24/7

Every mental health trust in London has put in place a telephone line for people in urgent need, including young people and their parents. The lines are free to call and open 365 days a year - 0800 028 8000.

Thrive LDN

Thrive London is a citywide movement to improve the mental health and wellbeing of all Londoners, supported by the Mayor of London and London Health Board partners. Its website has a wide range of resources, digital tools, webinars and helpline information to support all aspects of mental health. www.thriveldn.co.uk

National

Every Mind Matters – online NHS resources

Every Mind Matters is a set of online NHS resources to support good mental and physical health, with guides and activities such as breathing techniques and mindfulness exercises. www.nhs.uk/every-mind-matters

NHS Talking Therapies

The NHS is encouraging anyone struggling with feelings of depression or anxiety including excessive worry, panic attacks, social anxiety, post-traumatic stress, or obsessions and compulsions, to seek help through NHS Talking Therapies services. These are effective, confidential and free treatments delivered by trained clinicians online, on the phone, or in-person. You do not need to have a diagnosed mental health problem to refer yourself to an NHS Talking Therapies service. Your GP can refer you for NHS Talking Therapies, or you can [refer yourself online at NHS Talk](#). For those whose first language is not English, Talking Therapies can be delivered through multi-lingual therapists or through confidential interpreters, and in British Sign Language (BSL) through [SignHealth's NHS Therapies for Deaf People service](#). <https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/nhs-talking-therapies/>

Qwell

Qwell is a free digital mental health and wellbeing support for adults across the UK. It is an NHS funded service with “no fees, no waiting list and no judgement” and is the only digital BACP accredited service in the UK providing access to trained counsellors registered with BACP, UKCP or NCS. It offers online professional support, peer to peer forums and free personal development tools. www.qwell.io

Rethink Mental Illness

Rethink Mental Illness aims to ensure everyone affected by severe mental illness has a good quality of life. It offers advice and information on a wide range of mental illnesses and issues, such as depression, anxiety disorders, rights and benefits and support for carers. The ‘[Get Help Now](#)’ button includes information on what to do in a crisis and links to a range of helplines including [Samaritans](#), [The Mix](#), and [Silverline](#). There is also a dedicated section for carers. www.rethink.org

Papyrus

Papyrus is the national charity dedicated to the prevention of young suicide, the biggest killer of young people under 35 in the UK. They offer a range of support, including [HOPELINE247](#) (0800 068 4141) that provides confidential support and advice to young people struggling with thoughts of suicide and anyone that is worried about them – professionals, family, friends. www.papyrus-uk.org

Samaritans

Samaritans are available 24/7 to talk to about anything that is troubling you. You can call FREE anytime from any device on 116 123. If you feel more comfortable writing down how you are feeling, you can email them at jo@samaritans.org (response time 24 hours) or write to them. They also have a self-help app to download. www.samaritans.org

Shout

Shout is a 24/7 text service to listen and support you to get to a calmer and safe place. It is a free, confidential, anonymous service for anyone in the UK. To start a conversation, text the word SHOUT to 85258. The website contains lots of useful resources, including specific support for students. www.giveusashout.org

NHS Fitness Studio

Access 24 instructor-led videos suitable for all abilities and fitness levels including aerobics, strength and resistance, Pilates and yoga. www.nhs.uk/conditions/nhs-fitness-studio

Information prepared by Heather Mathew – February 2024