

Maidstone Weald Mental Health Action Group

Standard Provider Services

Further information can be found on the Live it Well website: www.liveitwell.org.uk

FUSION HEALTHY LIVING CENTRE – MARTIN BULLIVANT

Phone : 01622 691177

email : martinbullivant@fusionhlc.org.uk

web : www.fusionhlc.org.uk

Fusion Healthy Living Centre exists to improve the health and wellbeing of the residents of Park Wood and the wider Maidstone community. We believe that every resident should be able to live in a vibrant, supportive, fulfilling and safe community. We provide and facilitate; advice, activities, information and training around health, employment, safety, emotional and mental wellbeing, housing and community development. We provide volunteer opportunities within the Centre, our Healthy Living Café and the services we manage. We encourage our volunteers to increase their confidence and skill set. We work with partners who share our vision to support the Park Wood and the wider Maidstone area.

INSIGHT HEALTHCARE TALKING THERAPIES – JENNY SOLOMON

Phone : 0300 555 5555

email : Kent@insighthealthcare.org

web : www.insighthealthcare.org

Provider of primary care psychology therapies – going the extra mile to improve the mental health and emotional wellbeing of the people we serve.

Insight Healthcare provide psychology therapies for people suffering from mild to moderate anxiety, depression, anger, trauma, bereavement and other common mental health difficulties. It is a *confidential*, free to use service, funded by the NHS for anyone 18 and over living in Kent or Medway. We welcome self-referrals, or you can be referred by your GP (you will need to be registered with a GP Surgery either in Kent or Medway.)

IESO DIGITAL HEALTH - NII LANTE WALLACE-DAVIES

Phone : 01954 230066

email : info@iesohealth.com

web : www.iesohealth.com/westkent

Address: 3 Canterbury Street, Gillingham, Kent, ME7 5TP

Ieso Digital Health (formally PsychologyOnline) provides live online one-to-one cognitive behavioural therapy. Your therapist talks with you in a secure online meeting room using written (typed) conversations. You can attend your therapy appointments from anywhere with an internet connection, using a computer, tablet or smartphone. Appointments can be at any time or day that suits you, including evenings and weekends. You will be matched with a therapist according to your availability for appointments and clinical needs. You will have the same therapist throughout your course of treatment. All of our therapists are BABACP accredited, meaning they are highly trained and experienced. We adhere strictly to NHS clinical and information governance requirements. Ieso Digital Health can help you with treating various conditions including: depression, generalised anxiety disorder, mixed depression and anxiety, panic disorder, obsessive-compulsive disorder (OCD), phobias (including social anxiety disorder), post-traumatic stress disorder (PTSD), health anxiety, adjustment disorders, anger management, psycho sexual issues, depression or anxiety in adults with a chronic physical health problem, medically unexplained symptoms, a mild learning disability or cognitive impairment. Online therapy allows you to feel comfortable in your own surroundings and feel less embarrassed when talking to your therapist. It also allows you to keep transcripts of therapy sessions so you don't have to take notes and can revise your therapy sessions in your own time. This service is available on the NHS to anyone in Maidstone, Tunbridge Wells, Sevenoaks, Tonbridge and surrounding areas.

You can self-refer to our service by going to www.iesohealth.com/westkent or talk to your GP. You must be over 18 and registered with a GP in West Kent. A list of the GP practices can be found on our registration page.

INVOLVE CARERS - MAUREEN BELCHER/MARILYN MITCHELL

(formerly Maidstone and Malling Carers Project)

Phone : 01622 685276

email : carers@involvekent.org.uk

web : www.involvekent.org.uk

Address: Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone Kent ME14 1HH

Facebook: www.facebook.com/InvolveKent

Twitter: www.twitter.com/InvolveKent

Involve Carers has been providing a service for unpaid carers, i.e. family and friends, in Maidstone and surrounding rural areas needing support, information and advice for the past 22 years.

Emotional support can be provided for a Carer, on a 1-2-1 basis, by telephone, by text or email to suit the Carer.

We seek to raise the awareness of Carers' issue and to ensure that their views are heard. We encourage Carers to become actively involved in the local planning of mental health services.

We offer a Mental Health Carers' Support Group, Mental Health Carers' Assessments depending on the cluster, ongoing support and information either on a one to one basis, by telephone, or online and access to other opportunities provided by InvolveKent.

We run a Caring with Confidence Course at various dates throughout the year. This course lasts for 7 weeks and more details of this and all the above services (and other activities i.e. swimming club, walking group etc.) can be found in our Newsletter. Please note the above services are free and if you would like a hard/electronic copy of our Newsletter please contact us on the above telephone number/email address.

INVOLVE KENT – JULIETTE PAGE

(formerly VAM Services)

Phone : 01622 677337

email : office@involvekent.org.uk

web : www.involvekent.org.uk

Address: 39-48 Marsham Street Maidstone Kent ME14 1HH

Involve Kent based in Maidstone provide a range of services to the community which includes:

- **Carers** – providing assessments, information, advice and peer support
- **Older Adults** – community support and groups to reduce isolation and falls prevention services
- **Community Transport** – safe and reliable transport for those unable to use public transport – for a small fee
- **Volunteering** – supported volunteering projects to support vulnerable people of in Maidstone Gateway as well as running the Volunteer Centre Maidstone & Malling
- **VCS Support** – providing advice, information and training for the VCS sector in the Maidstone area
- **Cancer Support** – through Macmillan Volunteer Service helping support those diagnosed with cancer
- **Your Voice** – For people with mental health needs, giving them a voice and enabling them to share their experiences of services and support

MAIDSTONE & MID KENT MIND – Julie Blackmore

Phone : 01622 692383

email : mindhelp@maidstonemind.org

web : www.maidstonemind.org

Address: 23 College Road, Maidstone, ME15 6YH

Maidstone & Mid Kent Mind are committed to supporting mental health and wellbeing in the community with a person centred approach. They offer a wide range of services which include:

- Arts and craft therapy
- Gardening project
- Cooking groups

- Social groups
- Walking group
- OCD Peer support
- Recovery group and Recovery Star guidance
- Coping with Life Courses (CBT based)
- Home visits for hoarders
- Befriending service
- Volunteer opportunities
- Support programme for hoarding

Maidstone & Mid Kent Mind are also an accredited IAPT provider with counselling services.

Hoarding Service – Maidstone & Mid Kent Mind provides home visits by appointment for individuals in the Maidstone area who hoard. They can also provide CBT specially for Hoarding. Individuals can self-refer or be referred by external agencies. Please contact Maidstone & Mid Kent Mind for more information.

In collaboration with Age Maidstone, Brighter Futures and Maidstone Borough Council they provide a free Counselling Service to all Maidstone residents aged 50 and over.

MCCH EMPLOYMENT SERVICE MAIDSTONE – CAROLINE MOORE

Phone : 01622 688003 / 07857312995

fax : 01622 677661

web : www.mcch.org.uk

Address: Live It Well, 84 Holland Road, Maidstone, Kent ME14 1UT

Our service supports adults with mental ill health to sustain or gain paid employment. Our team of 3 Employment Advisors work mainly one-to-one with people providing a wide range of support including:-

Mentoring
Vocational profiling
Developing individual employment action plans
Skills development
Completing application forms
Writing CV's

People receiving support from Kingswood should refer via their care coordinator or Jeanette Freeman (vocational Advisor). Those **not** supported by Kingswood can refer themselves.

MENTAL HEALTH MATTERS

Phone : 0800 107 0160 low cost mobile number 0300 330 5486

Web : www.mentalhealthmatters.com

24/7 Telephone Helpline consists of a team of highly trained and experienced support workers who use counselling skills to provide you with emotional guidance and information.

You might choose to call us if:

You may be feeling low, anxious or stressed and feel talking to another person might help you cope

You may be in extreme emotional distress and feel that there is nowhere else to turn

You may be caring for another person and finding it difficult to cope.

Contacting the Helpline can give you a feeling of relief, wellbeing and peace of mind. You won't be judged and our service is confidential unless we consider that there is a risk to yourself or others.

RETHINK MENTAL ILLNESS- THE MAIDSTONE ADVOCACY SERVICE

Phone : 01622 678674

fax : 01622 683278

email : maidstoneadvocacy@rethink.org

web : [www.rethink.org/services-groups/services/rethink-advocacy-service-\(maidstone\)](http://www.rethink.org/services-groups/services/rethink-advocacy-service-(maidstone))

Address: Maidstone Community Support Centre, Marsham Street, Maidstone ME14 1HH

The Maidstone advocacy service offers independent support and information to people that have experienced mental health difficulties or distress and live within Maidstone or the surrounding rural areas. We are here to help with preparing for meetings and/or speaking up on behalf of the person at meetings if they feel they are unable to do this. For example psychiatric meetings, multi-agency meetings, benefit assessments, appeals, tribunals etc. We also offer support to empower a person to write letters and raise complaints. We accept self referrals and referrals from other organisations, simply phone 01622 678674.

SANCTUARY SUPPORTED LIVING

Phone : 01905 335730

email : kentfs@sanctuary-housing.co.uk

web : www.sanctuary-housing.co.uk

Address: Sanctuary Supported Living, Council Offices, Military Road, Canterbury, Kent CT1 1YW

Sanctuary Supported Living offer housing related floating support, which is a free service, funded by Commissioned Services at Kent County Council and the support can last up to 1 year. The service is available to anyone aged 16 and over in Kent who has a housing related issue and is: Homeless, a council or private tenant, staying with friends or family or a homeowner.

They can help clients to:

- find somewhere to live
- sustain tenancies
- maximise income
- manage bills and debts
- find education/employment/training
- develop independent living skills
- Eight units of supported accommodation in Maidstone.

They operate across Kent.

SEAP - INDEPENDENT HEALTH COMPLAINTS ADVOCACY SERVICE – SARAH OAKES

Phone : 0300 343 5714

email : kent@seap.org.uk

web : www.seap.org.uk/services/nhs-complaints-advocacy/

Address: Sanctuary Supported Living, Council Offices, Military Road, Canterbury, Kent CT1 1YW

SEAP (Support, Empower, Advocate, Promote) are a charity who provide the local Health Complaints Advocacy Service. This is a free, independent, confidential service that helps individuals to make a complaint about any aspect of their NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS. SEAP will provide you with a Self Help Information Pack to help you make a complaint about your care or treatment using the NHS Complaints Procedure. You can choose to make your complaint with, or without the support of an advocate.

An advocate is someone who provides support when you need it. An advocate might help you access information you need or go with you to meetings, in a supportive role. You may want your advocate to write letters on your behalf, or speak for you in situations where you don't feel able to speak for yourself. An advocate will never tell you what to do, or make decisions on your behalf.

Typical outcomes that people achieve through the NHS Complaints Procedure are an apology, an explanation, or reassurances that the same thing won't happen again to them, or to someone else.

SEAP has a dedicated telephone number and email address for Kent residents as detailed above. Anyone who wants to complain about an NHS service can contact SEAP for help, whether they have concerns about their own NHS healthcare, or are acting on behalf of a relative who wishes them to make a complaint on their behalf.

STONHAM (PART OF HOME) – ANITA HODGE

Lowrey House, Dartford

Terry's Court, Maidstone

Phone & Fax : 01622 678756

Address: Flat 1, 100b Union Street, Maidstone, Kent, ME14 1EH

Stonham's Kent Mental Health Service has two supported accommodation services, Terry's Court a scheme based in central Maidstone with 7 self contained flats and Lowrey House in Dartford which has 6 self contained flats. To be eligible for this service the potential client would need to be of working age and be under secondary Mental Health Care. Referrals are normally made by a care co-ordinator although people can self refer. The service is funded through the Kent Supporting People programme and clients can stay at the service for a maximum of 2 years. The clients have their own individual personal support plans, which can cover support with daily living skills, accessing education and training opportunities. Both services are covered out of the Terry's Court service which is staffed 9am-5pm Monday-Friday with an out of hours on call available if required. The staff team consists of Shaun Neaves, Client Services Manager, Dawn Greengrow and Anita Hodge. The time spent in the service will hopefully enable clients to move out into the community, embrace independent living and realise their potential.

THINKACTION - ALISON MARSH – Operations Manager
(Formerly KCA Mental health Services)

Phone : 01233 639383/ 0300 012 0012

email : kca.westkent@nhs.net

web : www.thinkaction.org.uk

Address: 171 Beaver Road, Ashford, Kent TN23 7SG

ThinkAction (formerly KCA) is part of Addaction providing free counselling and support for common mental health problems; anxiety, low mood, low self-esteem, stress, trauma, phobias and anger, as well as problems with regards to relationships, work or debt.

AQP IAPT provider offering Talking Therapy Services at step 2 and step 3 available either face to face or telephone sessions across Maidstone and surrounding areas in a range of community settings. Self, GP or other agency referrals will be accepted.