



For better  
mental health

# Mind in Croydon



a Guide  
to our Services

# What is Mind in Croydon?

Mind in Croydon is a very active charity that continues to be in the forefront of developing ways to work with people with mental health problems and their families in Croydon. It aims to increase understanding of the difficulties faced by those with mental health problems and to express the views of its members on mental health issues and services. Its various projects help to relieve social isolation, enable people to acquire skills for independent life and promote positive mental health.

Mind in Croydon is working to promote good mental health. It seeks to empower people to lead a full life as part of their local community. We work with and support people with mental health problems, their relatives and carers, living in the London Borough of Croydon and surrounding areas.

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**Each year we provide:**

**Social Support** for **300** people

**Advice and Information** for **1500** people

**Counselling** for **215** people

**Training and Work opportunities** for **60** people

**Support for People to access Active Lifestyles,**

**Leisure & Arts Services** for **150** people

**Welfare Benefits Advice** for **270** people

**Furniture** for **160** people

**Outreach Support** to **200** people

**Advocacy** for **115** people

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# Fairfield House

Fairfield House provides a safe environment where individuals who have experienced mental health problems receive support and encouragement to develop their social networks. Support staff assist members to realise their own goals and participate in their community, connecting with local opportunities and taking an active role in running the service.

Utilising a newly refurbished building and extensive facilities, Fairfield House provides a broad variety of engaging activities and services promoting better mental health.



## Opening Hours:

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Tuesday, Thursday, Friday and Saturday: 10am - 5pm

OPENING TIMES SUBJECT TO CHANGE. PLEASE CALL TO CHECK BEFOREHAND.

## Referrals:

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Via GP, Community Mental Health Team or any other Mental Health Professional

## Contact Details:

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Fairfield House  
10 Altyre Road  
East Croydon  
CR0 5LA

Tel: 020 8688 1210  
Email: [fairfield@mindincroydon.org.uk](mailto:fairfield@mindincroydon.org.uk)



Our Social Network service, also based at Fairfield House, promotes recovery and social inclusion in service users recovering from severe mental health problems by facilitating and assisting their participation in mainstream activities with the aim of reducing their dependence on mental health services over time.

# Social Network Service

Clients are assigned a caseworker who will help them to identify areas of interests, find activities to take part in and work on ways to access them. Types of activities include those related to sport and exercise, family and neighbourhood, faith and cultural communities, education, and arts and culture.

## Opening Hours:

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Mon - Fri: 9am to 5pm

## Referrals:

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Via Community Mental Health Team. Client has to be subject to Care Programme Approach (CPA) at time of referral.

## Contact Details:

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Fairfield House  
10 Altyre Road  
East Croydon  
CR0 5LA

Tel: 020 8688 1210

Email: [fairfield@mindincroydon.org.uk](mailto:fairfield@mindincroydon.org.uk)



Active Minds aims to promote physical and mental well being by supporting clients to take part in community activities that are of interest; be they old hobbies or new lifestyle changes. It has a particular focus on active lifestyles, healthy eating and nutrition.

We offer buddying support to attend activities or just keep in touch by telephone to see how the new activity is going.

If you are interested in volunteering to be a buddy please contact Chloe or Dora to discuss.

## Opening Hours:

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Office hours: Monday to Friday 9am to 5pm

## Referrals:

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Via GP, Community Mental Health Team or any other Mental Health Professional

## Contact Details:

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Chloe Gay

Tel: 020 8253 8205

Dora Crook

Tel: 020 8253 8206

Orchard House

Email: [activeminds@mindincroydon.org.uk](mailto:activeminds@mindincroydon.org.uk)

15a Purley Road

South Croydon CR2 6EZ



**Employment can be a contributor to a meaningful and productive life. It reduces social exclusion and helps promote recovery in mental health.**

# Employment Support

## What is Employment Support?

Mind in Croydon Employment Support is a service designed to assist people with mental health problems to find work and live independently in the community. The service aims to provide a holistic and comprehensive support programme that can be individually tailored to meet the vocational needs of the service user that will help facilitate their transition towards employment.

## What support does the service provide?

People who access the service will be given a dedicated Employment Support Worker (ESW) who will assist them throughout their time with the service and will take special interest in their progress. They will provide the person with individualised support in many areas to help increase their independence and work related skills. They will also give advice on possible career opportunities and create development plans to help move people towards employment goals, focusing on strengths and abilities, and overcoming the barriers someone may face when accessing work.

## Opening Hours:

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Monday to Friday 9am to 5pm

## Referrals:

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For clients subject to the Care Programme Approach (CPA) Referrals only via Community Mental Health Team.

## Contact Details:

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Orchard House  
15a Purley Road  
South Croydon CR2 6EZ

Tel: 020 8253 8203 / 04  
Email: [ess@mindincroydon.org.uk](mailto:ess@mindincroydon.org.uk)

# Furniture Service

This is a social enterprise that supplies furniture and other household equipment that has been donated by the public to people who are leaving hospital or temporary accommodation and setting up their own homes. A follow up contact is made in order to ensure people are coping their new homes.



## Opening Hours:

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Tuesday to Friday 9am to 5pm

An answerphone is available 7 days a week

## Referrals:

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Initial contact can be from a carer, referral necessary via Mental Health Professional.

## Contact Details:

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Orchard House  
15a Purley Road  
South Croydon  
CR2 6EZ

Tel: 020 8253 8201

Email: [furniture@mindincroydon.org.uk](mailto:furniture@mindincroydon.org.uk)

We are always in need of items of furniture in good repair, particularly:

**Beds (mattresses must be stain-free), single wardrobes, chests of drawers, bedside cabinets, sofas (2-seater) and armchairs, coffee tables, dining tables and chairs, crockery, utensils, linen, carpets, rugs, and lamps.**

Collection can be arranged – please call Pam on 020 8253 8201 or leave a message on the answerphone.

The Welfare Benefits Advice service was set up to offer advice and assistance on complex welfare benefits issues to people suffering from mental health problems, their carers, and professionals working in the mental health field.

It is a specialist service focusing mainly on cases which need to be taken to Tribunals on appeal. We also deal with other cases which raise difficult legal issues or which require detailed understanding of the administrative procedures of the Department of Work and Pensions and other public bodies.

We also offer advice, support and consultancy where necessary to people helping clients with any sort of benefit problem.

## Opening Hours:

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Monday to Friday 9am to 5pm

## Referrals:

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Via any Mental Health Professional or Carer

## Contact Details:

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26 Pampisford Road  
Purley  
Surrey  
CR8 2NE

Telephone: 020 8763 2037  
Email: [wba@mindincroydon.org.uk](mailto:wba@mindincroydon.org.uk)



# Counseling



We offer professional counselling to people presenting with a wide range of psychological or emotional problems.

Our counselling service is on a one to one basis over a 20 week period. A minimum donation is

required for each 50 minute session. We also hold group therapy on a variety of psychological issues, including anxiety management and anger control training.

The Counselling Service aims to promote good mental health by providing a high quality professional service in a confidential and safe setting.

## Opening Hours:

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Monday: 9.30am - 5pm

Tuesday: 9.30am - 5pm

Wednesday: 9.30am - 5pm

Thursday: 9.30am - 9.30pm

Friday: 9.30am - 5pm

## Referrals:

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Self referral via telephone or email only

## Contact Details:

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26 Pampisford Road

Purley

Surrey

CR8 2NE

Telephone: 020 8763 2064

Email: [counselling@mindincroydon.org.uk](mailto:counselling@mindincroydon.org.uk)

# Advocacy

We provide support to people in hospital or in the community who need help in clarifying their options and presenting their views to mental health professionals. This help is offered both in formal contexts (such as ward rounds and care plan meetings) and less formally. Mind in Croydon can also help with formal complaints, normally through the NHS or Social Services systems.



## IMHA

Independent Mental Health Advocates are specially trained to work within the framework of the Mental Health Act. The advocate can help you understand your rights under the Act, the treatment you are receiving and the reason for that treatment.

**This is a free, independent and confidential service.**

## Opening Hours:

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Office hours: Monday to Friday 9am to 5pm

## Referrals:

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Self referral or referral via Mental Health Professional or GP with clients consent.

## Contact Details:

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26 Pampisford Road  
Purley  
Surrey CR8 2NE

Telephone: 020 8763 6730  
Email: [advocacy@mindincroydon.org.uk](mailto:advocacy@mindincroydon.org.uk)

# Information Line

Using our extensive knowledge of the facilities which exist in the borough of Croydon and nationally we will do our best to signpost you to any organisations or services which may be of help.

Much of this information is in our Guide to Mental Health Services in Croydon which is available from our offices in Purley or online on our website: [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk).

## Opening Hours:

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Mon - Fri 9am to 5pm (answerphone out of hours)

## Contact Details:

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Telephone: 020 8668 2210

Email: [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk)





Mind in Croydon has a reputation for the production of ground-breaking documentaries and training films on a range of mental health subjects. Subjects covered include self-injury, dual diagnosis, spirituality and mental health and sex, relationships and mental health. These

films are recommended by the Department of Health and other relevant professionals.

For more information and to obtain an order form please look at our website [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk) or call 020 8668 2210.

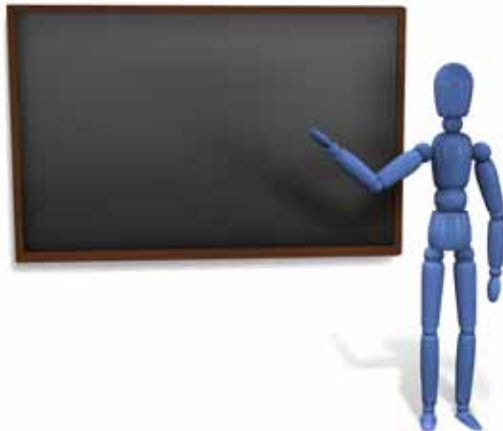
# Dvds

We provide speakers to talk about our work and mental health issues generally to a variety of organisations ranging from schools and colleges to other health and social work professionals.

We also provide training to agencies on subjects such as Mental Health Awareness and Understanding Self-Injury.

If you have any requests for speakers or training, please email the full details to [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk) and we will contact you to discuss. A donation will be required for this service.

# Education



# Fundraising Shops

There are two Mind shops which are an invaluable source of fundraising.

**They are at:**

18 Westow Street  
Upper Norwood  
London  
SE19 3AH  
T: 0208 771 5950  
Monday to Friday 9.30am - 4.00pm

135 Addington Road  
Selsdon  
Croydon  
CR2 8LH  
T: 0208 651 4114  
Monday to Saturday 9am to 4.30pm



## How can I donate money to Mind in Croydon?

If you would like to support us in continuing our work in the community by making a donation you can do so on our website [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk) or send a cheque made payable to Mind in Croydon to 26 Pampisford Road, Purley, Surrey, CR8 2NE.

## Fundraising

We always welcome charity sponsorships. If you are planning an event, we want to hear about it! Please email [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk) and will endeavour to help you as much as possible.

## Legacies

To find out how leave a legacy to Mind in Croydon in your will please call 020 8668 2210 for more information.

# Partnerships

croydon  
independent  
support | **brokerage**  
service

Mind in Croydon is working in partnership with three local voluntary organisations to provide a Brokerage Service. The partnership, funded by Croydon Council, is between Age Concern Croydon, VoiceAbility (formerly Advocacy Partners Speaking Up), DisabilityCroydon and ourselves. Croydon Independent Support Brokerage Service (CISBS) assists a range of clients who are eligible for Self Directed Support. The Support Brokers help clients put together Support Plans tailored to their needs. Support Brokers work with people who are eligible for services under Fair Access to Care. The service is based at Orchard House in South Croydon.

## Contact details:

Telephone: 020 8253 8210

Email: [info@cisbs.org.uk](mailto:info@cisbs.org.uk)

Website: [www.cisbs.org.uk](http://www.cisbs.org.uk)



Mind in Croydon also works closely with NHS Croydon, the South London and Maudsley NHS Trust, the London Borough of Croydon and other voluntary organisations in planning and delivering services for people with mental health problems in Croydon.

We are striving to encourage users of mental health services to participate fully in this and all aspects of our work, and work closely with service user groups to facilitate this.

## Equal Opportunities, Equality and Diversity

Mind in Croydon is committed to achieving equal opportunities in employment and the services we provide. A copy of our Equal Opportunities, Equality and Diversity Policy is on our website: [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk).

# What Quality Standards do we work to?



Mind in Croydon has achieved level 3 (the highest level possible) of **"Quality Management in Mind"** and therefore has also achieved the **"Charity Commission endorsement"**. Quality Management in Mind is a unique tool developed specifically for use with community based mental health services and provides a clear set of standards against which all local Mind associations measure their performance. The Charity Commission kite mark is intended to reinforce to stakeholders and external bodies that Mind in Croydon is meeting all the requirements of being an effective charity and is providing services that meet and exceed the needs of its service users.



**INVESTORS  
IN PEOPLE**

We have held the **Investors in People award since 2005**. Our most recent review recognised us as "an exceptional employer in the way it encourages staff to use their ideas and out of work interests to develop and enhance services to service users."

We have won a series of National Awards for the Services we provide including an **NHS CSIP Positive Practice Award**, a **Third Sector Excellence Award** for Employee Innovation and the **National Health and Social Care Award** for our work transforming the lives of people with mental health problems.



**ThirdSector**  
Excellence Awards

## Do you have any feedback?

To help us to continue to improve our services we would like to hear from you.

If you feel we have done something well, please tell us. You can do this by using the form on the next page. If you are dissatisfied with the service you have received a copy of our complaints procedure (along with all our policies) is available on our website [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk) or by calling 020 8668 2210. Alternatively, you can also use the form on the next page to get in touch.



# Comments from our clients...

"I have already told several of my friends about it...I think the project is a very good way of creating new interest, also greatly helps socialising and mixing with people who understand your problems." A client using our Boxercise Project via Active Minds.

"When I started at Enterprise House I had no idea what I was doing with my life... I had no self esteem or confidence, but the project workers were wonderful... I've been in my current job for nearly a month now and I'm very happy!" A client who accessed our Employment Support Project.

## Membership

### What are the benefits of being member of Mind?

By becoming a member you can help us to continue our valuable work within the Croydon community and find out about exciting new ideas and projects. You can do this by completing the application form on the next page and sending the appropriate membership subscription to Mind in Croydon.

### What do I get when I join?

1. A membership Pack including:
  - Information about all our services
  - A copy of our Memorandum & Articles of Association and Rules
  - The current Annual Report
2. An opportunity to become actively engaged in supporting our work.

### Each year you will receive:

- An invitation to the Annual General Meeting (or any other General Meeting) of the Charity, together with a statement of the accounts and other supporting documents and a right to take part and vote at such meetings
- An annual Report
- Regular newsletters keeping you up to date with our work



# Application to become a member

I would like to help the work of Mind in Croydon and wish to become a member.

I enclose: (please tick)

- £50 for life membership
- £7 for 1 year's membership
- £1 for 1 year's membership for regular voluntary helpers at one of Mind's shops or other projects, or regular users of Mind services.

I wish to make a donation to Mind in Croydon and enclose a cheque for £.....

Total payment enclosed: £.....

## Membership Guarantee

(Mind in Croydon is a charitable company limited by guarantee)

I understand that in the event of Mind in Croydon Ltd. being dissolved with liabilities greater than its assets I may be called upon as a member of the company to pay a sum not exceeding one pound (£1).

Signed: ..... Date: .....

Name: .....

Address: .....

..... Postcode: .....

Telephone: .....

Please send to: Membership Secretary, Mind in Croydon, 26 Pampisford Road, Purley, Surrey, CR8 2NE. Please make cheques payable to Mind in Croydon.

“The Mind in Croydon project is a true example of using innovative projects to improve the lives of people with mental health problems. As national winner of the Health and Social Care Awards, Mind in Croydon demonstrates healthcare at its very best.”

Ruth Carnell, Chief Executive of NHS London

Mind in Croydon  
26 Pampisford Road  
Purley, Surrey CR8 2NE

Tel: 020 8668 2210  
Fax: 020 8763 2084

admin@mindincroydon.org.uk  
www.mindincroydon.org.uk



Mind in Croydon is a company limited by guarantee  
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Company no: 3697578

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