

June 2024



**mind**  
in Croydon

**A Guide  
to our  
Services**



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# Introduction

We are excited to deliver against this Strategy. Mind in Croydon is a quality service provider and holds accreditations to support our work these include British Association of Counselling Psychotherapists, Quality Performance Mark, Advice Quality Standard and Mind Quality Mark.



## Background

This strategy is a result of information gathering, consultation and reflection.

The previous Strategy 2022-25 was revised against the backdrop of a rapidly changing external environment of providing support services to the residents in Croydon as well as incorporating our commitment to live our values.

We have worked alongside our Lived Experience Advisory Panel (LEAP), our staff and Trustees to shape this new 2024-27 Strategy. More information on LEAP can be found on our website in the About Us section.

## About Mind in Croydon

Mind in Croydon is a voluntary sector organisation, a company limited by guarantee and a registered charity concerned with the welfare of people with mental health issues living in the London Borough of Croydon and its surrounding areas.

Mind in Croydon was founded over 55 years ago and currently turns over approximately £2.0m per annum. We have over 55 staff and around 60 volunteers working with us.

We work to promote and enable good mental health, empowering people to lead a full life as part of their local community. We work with and support people with mental health problems and their relatives and carers, putting people at the heart of everything that we do.

We provide a wide range of services and work with partners and stakeholders in Croydon to support our vision, mission and objectives.

### Our Vision

A world where there is support and respect for everyone with mental health issues, and an end to inequality and stigma

### Our Mission

We provide support, information and advice to empower anyone experiencing a mental health problem, and promote understanding of and positive attitudes to mental health in the London Borough of Croydon and beyond

# Our Values

To achieve this Mind in Croydon lives its values through its people and policies:

**Person-Led:** We always strive to deliver authentic, person-led services

**Collaborative:** We work collaboratively with partners, clients, their families and with each other to provide the best support through effective, accessible pathways

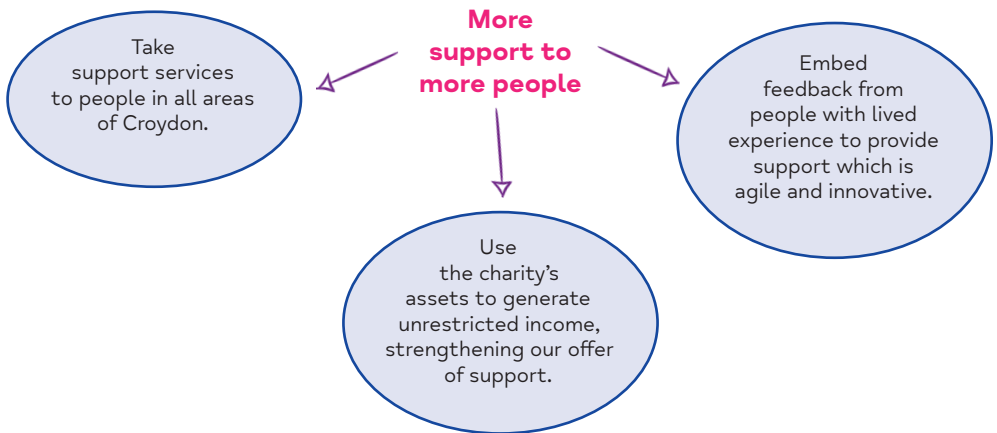
**Equality:** We embrace diversity, we are open, welcoming and encourage inclusion in order to reduce inequalities

**Integrity:** We champion the voice of Mental Health service users with empathy, compassion, respect and without judgement

**Trust:** We are trusted by the people we work with and for, and our clients understand we put them first.

# Our Strategy

Our strategy is to work with partners, including commissioners, funders and other service providers, to provide more mental health support for more people in Croydon and its surrounding areas.



For more information about Mind in Croydon, please visit our website at:  
<https://www.mindincroydon.org.uk/>

# Active Minds

Active Minds supports people experiencing poor mental health to improve their physical and mental wellbeing by being more active. We run a variety of friendly, accessible activities, both online and in-person across Croydon. All of our groups can be adapted to meet the needs of our members. We have groups such as Boxercise, yoga, Zumba, badminton, walking, gardening and tennis and they are all FREE to attend.



People can do as little or as much of the activity as they like, or just come for a chat with other members. Our friendly coaches, volunteers and staff are there to support everyone to become more active, connect with others and grow in confidence.

Throughout the year, we have seasonal get-togethers and days out to play cricket or have a picnic. We also have groups linked to other Mind in Croydon services, such as mindfulness for the Carers Support service and Recovery space, which give a tailored activity for those receiving specific support.

Please check our website for an up-to-date list of activities and to complete the online referral form.

People can self-refer, or be referred by someone who supports them.

In addition to our community activities, we are in partnership with Croydon Talking Therapies to provide peer support and activities in-person at the Bethlem Royal Hospital and online.

Throughout the week, people can attend groups such as yoga, walking, table tennis or mindfulness, all for free. The activity and peer support sessions allow anyone engaging in talking therapy to connect, get active together and have a safe space to open up.



## Opening Hours

Mon - Fri 9am - 5pm

## Contact Details

T: 020 8253 8205  
org.uk

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

Address: Orchard House, 15A Purley Road, South Croydon, CR2 6EZ

## How to refer:

Via online self-referral form, or by anyone who supports them

# Advocacy

An advocate supports someone to express their views & wishes if they feel unable to do so. It enables someone to say what they want, secure their rights and be involved with decisions that are being considered. We provide advocacy on an issue based, one-to-one, instructed advocacy model.



## Independent Mental Health Advocacy (IMHA)

Independent Mental Health Advocates are specially trained to work within the framework of the Mental Health Act 1983 (2007). Anyone who is being treated compulsorily in hospital or in the community under a section of the Mental Health Act has a right to an IMHA Advocate. The IMHA can support someone to exercise their rights and ensure they can participate in the decisions that are made about their care and treatment. An IMHA can provide support at relevant meetings to ensure someone's views and wishes are represented.

The IMHA service is made accessible to IMHA qualifying patients across the Croydon wards at the Bethlem Royal Hospital. The Mind in Croydon Advocacy Service provides an IMHA service to qualifying patients residing and receiving treatment funded by Croydon.

## Mental Health Advocacy (Non-IMHA)

We provide independent advocacy to adults who identify themselves as mental health service users, admitted informally to hospital or living in the Croydon borough. Individuals may require assistance with clarifying their options and presenting their views to professionals involved in their care or treatment.

The service operates drop-ins around the borough. Please look at our website to see when and where the drop-ins are currently being held or contact us using the details below.

**The advocacy service is a free, independent and confidential service and is accredited by Quality Performance Mark by NDTI.**



### Opening Hours

Mon - Fri 9am - 5pm  
*(by appointment only)*

### Contact Details

T: 020 8763 6730

E: [advocacy@mindincroydon.org.uk](mailto:advocacy@mindincroydon.org.uk)

Address: Orchard House, 15A Purley Road, South Croydon, CR2 6EZ

### How to refer:

Self-referral or referral via family, friend and other health care professional with client's consent.

# Carers Support

Are you living in Croydon, 16 years or above and looking after someone with a mental health problem? If so you are a carer. Carers can be relatives, partners, friends, or neighbours.

As a carer you may not be aware of what help there is available to you. The Carers' Support Service can provide you with:

- Information on services available
- Support to access help you need
- Emotional support
- Access to events and workshops
- Opportunities to get involved in the planning and development of services for carers
- Support to understand and navigating the systems in Croydon
- Guidance and Advice for Form Filling
- Carer Support Groups available

We run regular weekly groups, we run on Friday mornings and Wednesday evenings. For more details please see our timetable on our website



## Opening Hours

Mon - Fri 8.30am - 4pm

## Contact Details

T: 020 8688 1210 (Option 3)

E: [carers.support@mindincroydon.org.uk](mailto:carers.support@mindincroydon.org.uk)

## How to refer:

Anyone can make a referral to the service



# Croydon Health & Wellbeing Space

The Croydon Health and Wellbeing Space (CHWS) provides a space for people to receive advice, guidance, and signposting alongside clinical support from our Information, advice and guidance team, Recovery Space team and Clinical Psychology team, all under one roof.



We aim to provide better access to Community and Clinical Support within Croydon and are designed for people who have not previously engaged with support, including BME communities and for people who would fall through the gaps of traditional mental health support.

We take a non-judgmental, person-centered approach to improving your mental wellbeing and any other areas of your life that might affect your mental wellbeing.

## Who can access the service?

If you are aged 18 and over, registered with a GP in Croydon, CHWS is for anyone who wants to improve their mental wellbeing and resilience, not only for those with a diagnosed mental health condition.

## How can we help?

We understand everyone's situation is unique, so this is not an exhaustive list, these are the most common types of support provided:

- Mental Health and Wellbeing Support
- Housing
- Finance
- Domestic Abuse
- Form Guidance

Plus direct access to Mind in Croydon and Croydon BME forum services and workshops and drop in advice from guest organisations.



### Opening Hours

Mon - Sat  
Drop-in 10am - 1pm

Phone Support and booked appointments 10am-5pm

### Contact Details

T: 020 3154 9539

E: [chws@mindincroydon.org.uk](mailto:chws@mindincroydon.org.uk)

Address: 1st floor, Whitgift Centre, 1 N End, Croydon CR0 1UY

### How to refer:

Drop in, call or email during the service core opening hours, no referral needed

# Croydon Health & Wellbeing Space

## Welfare Benefits Advice Service

The Welfare Benefits Advice Service was set up to offer advice and assistance on complex welfare benefits issues to people with 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 or other public bodies.

The service now operates under the umbrella of the Croydon Health and Wellbeing Space who will be your first point of contact to book in with WBA.

Although we have waiting lists on all our services we will, where possible, offer assistance with the completion of welfare benefits claim forms. We can offer advice, support and consultancy where necessary to people helping clients with any sort of benefit problem.



### Opening Hours

Mon - Fri 9am - 5pm

### Contact Details

T: 020 3154 9539

E: [chws@mindincroydon.org.uk](mailto:chws@mindincroydon.org.uk)

### How to refer:

Contact the Croydon Health & Wellbeing Space in the first instance.

# Infoline

If you have any questions about mental health and wellbeing support services, either for yourself or someone you care for, our Infoline can help.

Our friendly staff can provide a listening ear and suggest areas of support that may be helpful either from Mind in Croydon, or elsewhere both locally and nationally.

You can call our Infoline during our opening times of Monday to Thursday, 10am-6pm or if you prefer, you can email or leave a message and we'll return your call.

Our website and social media channels are also good sources of information, and you can keep in touch with us by subscribing to our newsletter via the website.

Calls from UK landlines are charged at local rates. Charges from mobile telephones vary. The charge for your call will depend on your mobile phone provider and the contract that you have with them.

All calls are treated in confidence.

## Social Media:

Facebook: [www.facebook.com/MindinCroydon](https://www.facebook.com/MindinCroydon)

X, formerly known as Twitter: [www.twitter.com/MindinCroydon](https://www.twitter.com/MindinCroydon)

Instagram: [www.instagram.com/mindincroydon/](https://www.instagram.com/mindincroydon/)

YouTube: [www.youtube.com/@mindincroydon5982](https://www.youtube.com/@mindincroydon5982)

### Opening Hours

Mon - Thu 10am - 6pm  
(answerphone after hours)

### Contact Details

T: 020 8668 2210

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

### How to refer:

Contact the Croydon Health & Wellbeing Space in the first instance.

# In-Reach Peer Support

A peer support worker is someone who uses their own lived experience of their mental health struggles to support others.

The overall aim of the Peer Support Worker Service is to provide a personalised and flexible offer of support, which inspires hope, for people admitted to the NHS inpatient rehabilitation wards to promote recovery and support successful transition to the community.



This initiative is based on an inpatient rehabilitation ward at the Bethlem Royal Hospital where we currently have 2 peer support workers. The initiative hopes those that are being supported will eventually be able to; understand their own mental health struggles, when things may be declining, make links within their own communities and be able to stay well for longer and not be re-admitted back too soon.

The support is based around building up their skills again whilst on the unit, finding out what is important to them, what they may have struggles with. Building up a rapport, building up confidence, that may have been lost and supporting them when they are discharged to make connections.

As part of this initiative, the Peer support workers will support the patient when they are discharged into the community for up to 6 weeks. Providing them with further confidence and utilising the skills they have learnt whilst on the Unit. Connecting them with other community resources so they maintain their independence and a sense of wellbeing.

This is an inpatient service only at The Bethlem Royal Hospital.



## How to refer:

The service is for inpatients only.

Speak to the Senior Peer Support Worker or Peer Support Worker on the wards.

# Mental Health Personal Independence Co-ordinator Service (MHPICs)

The MHPIC Service is a joint partnership between Mind in Croydon and Croydon BME Forum and is provided primarily for residents, 18 years and above, who are registered with a Croydon GP. We use a person-centred approach to enable clients to take charge of their wellbeing with personalised support. Our dedicated coordinators empower individuals to navigate mental health independently, gain skills, set goals, and thrive.

## What we do?

This service provides clients support with:

- Social isolation
- Emotional needs
- Encourage clients to engage with clinical interventions
- Assistance to access community support
- Financial difficulties
- Managing and maintaining physical and mental health and wellbeing
- Enabling access to self-help tools and resources, e.g., activity trackers, journals, compassionate letters.
- Signposting and making referrals to other Mind in Croydon services

## Exclusion criteria:

- Adults not registered with a Croydon GP
- Adults who do not wish to engage with the service
- People who are in crisis or too unwell to engage with the service
- Anyone with a significant mental health condition or drug & alcohol dependency that is not being clinically managed or for which support has been refused
- People who currently do not have mental capacity to engage or set goals.



**Opening Hours** Mon - Fri 9am - 5pm

### Contact Details

**T:** 020 8688 1210 option 2

**E:** mhpics@mindincroydon.org.uk

**Address:** Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA

### How to refer:

Via GPs, GP Huddles, Community Hub, Croydon Health and Wellbeing Space, Recovery Space, Croydon BME Forum, Social Prescribers, Mental Health Health Care Assistants and Mental Health Practitioners based in the GP Surgeries

# Recovery Space

In 2020 Mind in Croydon acknowledged the need for crisis support in the borough and created the Recovery Space.



The Recovery Space was designed to reduce in-patient admission to the A&E departments at CUH. Throughout this time, we have grown our service by opening access to our referral pathway to other mental health professionals and now accept referrals from several of our trusted assessors in Croydon . We are not a self-referral service, but we are able to receive clients who present in crisis at the CHWS, where a member of the Recovery Space is available to assess them.

The support we provide clients is by providing a space for them to feel safe and heard. Through our nurturing approach and environment, we help clients through their crisis onto a recovery pathway. As each person is unique, so is their crisis. The service creates a bespoke short-term programme for each client, but always with the same goal; to promote independence and recovery. We have supported many of our clients to work through their crisis and onto their recovery and we have identified and signposted others to longer term services for support.

***“It has been a very helpful service, thank you. I feel much better than several weeks ago and I have refocused on the tools I need to enable me to cope better.”***

We also run a variety of support and wellbeing groups which are accessible to our clients whilst they are engaged with our service.

The Recovery Space is accessible to anyone over the age of 18, living in Croydon in a mental health crisis.



## Opening Hours

**CHWS Mon - Sun 10am - 5pm**  
**Fairfield House Mon-Sun 5pm-11pm**

## Contact Details

**Tel:** 020 8688 1210 (Option 4)

**Address:** Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA

## How to refer:

You need to be referred by a SLaM clinician / GP

# Social Networking

Our Social Networking Service, based at Fairfield House, promotes recovery and social inclusion in service users recovering from mental health problems. It facilitates and assists their participation in mainstream activities with the aim of reducing their dependence on mental health services over time.

Clients are assigned a caseworker to help them identify and access activities.

Types of activities include those related to sport and exercise, family and neighbourhood, faith and cultural communities, education and the creative arts.

## MindMatch

MindMatch works with a client to create a personalised support plan. The client is in control of what services they want to access and a support plan is put together with the aim of assisting them to increase their independence and involvement in the community. Support packages include outreach services, group sessions, training, gardening, physical exercise, dance classes, wellbeing and day services.

The service is usually paid for by a personal budget, however, this does not exclude someone from using the service if the service is paid for by other methods.

MindMatch also specialises in matching an experienced mental health support worker with a client. Together they make a structure for reviewing their progress.

More information can be found at [www.mindmatch.org.uk](http://www.mindmatch.org.uk)



### Opening Hours

**Social Networking**      **Mon - Fri 9am - 5pm**  
*(can be flexible to accommodate needs)*

**MindMatch**      *According to needs*

### Contact Details

**T:** 020 8688 1210 (Option 1)  
**E:** [fairfield@mindincroydon.org.uk](mailto:fairfield@mindincroydon.org.uk)  
**E:** [mindmatch@mindincroydon.org.uk](mailto:mindmatch@mindincroydon.org.uk)  
**Address:** Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA

### How to refer:

Social Networking:  
Use the form on our page on the website or contact us.

MindMatch: Self-referral

# The Hub

The Hub at Fairfield is an extension to Mind in Croydon's Social Networking Service which offers support to people to understand and manage their mental and physical health issues.

The Hub also provides a safe place for people who are lonely and isolated to meet and socialise with people and a place for them to receive practical help and advice.



## How do we do this?

The Fairfield Hub aims to help people with practical support including:

- Form Filling
- Benefit Issues
- Managing Bills and Debt
- Outreach Support
- Community issues



### Opening Hours

Wed and Sat 10am - 4pm

### Contact Details

**T:** 020 8688 1210 (Option 1)

**E:** [hub@mindincroydon.org.uk](mailto:hub@mindincroydon.org.uk)

**Address:** Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA

### How to refer:

Referral via health and social care professionals, G.P. other mental health services



# Therapeutic Service

## One-to-One Counselling

The Mind in Croydon Therapeutic Service is an accredited service of the British Association for Counselling and Psychotherapy, and all Counsellors adhere to the Ethical Framework for the Counselling Professions. We accept clients 18 years and over with mild to moderate mental health issues and who live in the Borough of Croydon.

Counselling can provide an opportunity to talk about a particular area in your life that is causing distress with someone who is trained to listen. Our counselling service is on a one-to-one basis over a 12-week period. A minimum donation is required for each 50-minute session.

## Group Therapy

We also offer an Anger Group and Anxiety Group.

### Anger Group

The Anger Group is a six-week course, in which we look at what it is that may contribute to and underlie presenting anger, how anger may present and coping strategies/techniques to work with this.

### Anxiety Group

The Anxiety Group is a six-week course that aims to gain understanding and manage anxiety through recognition of distorted thoughts and feelings, what stress looks like personally, techniques to remain calm, challenge negative thoughts, overcome worries, and face fears.

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



#### Opening Hours

**Mon, Thurs & Fri 9.00am – 5.00pm**  
**Tues and Wed 9.00am – 9.00pm**

#### Contact Details

**T:** 020 8763 2064

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

**Address:** 26 Pampisford Road, Purley, CR8 2NE

#### How to refer:

Self-referral only  
You can self-refer to the Therapeutic Services by using our online portal on the website.

# Therapeutic Service

## Carers' Counselling

Are you providing unpaid support for family or friends who could not manage without your help? Are you caring for a relative, partner or friend who is ill, elderly, disabled or has mental health or substance misuse problems? If so, you can apply for 6 free counselling sessions and /or attend free monthly groups with our Carers' Counselling Service.

As a carer you may face a number of difficulties which are hard to deal with emotionally and which cause you distress. Counselling can help you to make sense of your feelings, experiences and enable you to see your difficulties in a more manageable way.

If you are a carer, 18 years old or over and live, work or attend college in the Borough of Croydon or care for someone who lives, works, or attends college in the Borough of Croydon, you are eligible to apply for Carers' Counselling at Mind in Croydon.



### Opening Hours

Mon, Thurs & Fri 9.00am – 5.00pm  
Tues and Wed 9.00am – 9.00pm

### Contact Details

T: 020 8763 2064

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

Address: 26 Pampisford Road, Purley, CR8 2NE

### How to refer:

Self-referral only  
You can self-refer to the Therapeutic Services by using our online portal on the website.

# Lived Experience Advisory Panel

Mind in Croydon is committed to Listening to the voices of people with lived experience.

## What is the Purpose of the LEAP?

It contributes to the work of the organisation by:

- Engaging in ideas identified where the views, perspectives and insights of lived experience are vital.
- Taking part in external meetings where the voice of lived experience is valuable.
- Acting as a critical friend with regards to our current strategies and approach.
- Being a bridge between underserved communities in Croydon and us to ensure information and results are actioned.
- Leaving a legacy of relationship building and strong lived experience influence.

You can find out more about how to get involved on our website under About Us.



### Contact Details

**T:** 020 8668 2210

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

# Fundraising

Mind in Croydon is always delighted to hear from any individuals or companies who have fundraising ideas they wish to discuss with us.

We also regularly book places on events such as the London Landmarks Half Marathon. We ask for runners to raise funds for us in order to secure a place.

Mind in Croydon also raises funds through retail activities and owns a shop run by Mind Retail at 135 Addington Road Selsdon Croydon, CR2 8LH T: 020 8651 4114. Whenever you buy goods there, you help to support us as a local charity.

For more information please contact us.



## **Opening Hours**

**Mon - Wed - Fri 10am - 6pm**

## **Contact Details**

**T:** 020 8668 2210

**E:** [fundraising@mindincroydon.org.uk](mailto:fundraising@mindincroydon.org.uk)

# Room Hire

## Orchard House Meeting Room

If you're planning on holding a meeting, running a training session or giving a presentation or just need a quiet space for one to ones, then why not consider our meeting room at our premises in Orchard House in South Croydon?

Refreshments are provided with all our half-day or full-day bookings.

You do not need to worry about flip charts, projectors, note pads and pens, as we can provide these for you (additional charges may apply for the use and supply of equipment and stationery). We also have access to a Smart TV with high quality sound.

If you would like us to arrange the room in particular way, that's no problem. We can recommend the most effective configuration for your event.

We are conveniently situated less than 5 minutes walk from Sanderstead and Purley Oaks station with trains to London Bridge, Victoria and East Croydon Mainline Station, and are also a stone's throw from Brighton Road (A23) where many bus routes operate.

The room is available Monday to Friday during business hours.

Prices available on application by contacting [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk) and putting Room Hire Quote in the subject line.



### Opening Hours

Mon - Fri 9am - 5pm

### Contact Details

T: 07907 574890

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





**Mind in Croydon**  
**Head Office**  
**26 Pampisford Road**  
**Purley**  
**CR8 2NE**

**Tel: 020 8668 2210**

*(Monday to Thursday, 10am to 5pm – answerphone available 24/7)*

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

**WhatsApp: 07938 716 711**

*(We read and respond to WhatsApp texts Monday to Thursday, 10am to 5pm)*

**[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)**

