

## Need Support?

If you are experiencing mental health problems or need urgent support, there are lots of places you can go to for help.

### Samaritans

**Telephone: 08457 90 90 90 (24 hours a day)**

**Email: [jo@samaritans.org](mailto:jo@samaritans.org)**

Provides confidential non-judgemental emotional support for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

### Mental Health Direct

**Telephone: 0844 600 1111 (24 hours a day)**

### NHS Direct

**Telephone: 0845 4647**

Health advice 24 hours a day, 365 days a year.

### Mind Infoline

**Telephone: 08457 660 163 (9am-5pm Mon-Fri)**

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

Information covered includes types of mental distress, where to get help, drug treatments, alternative therapies and advocacy.

### Rethink Line

**Telephone: 020 7840 3188 (10am-3pm Mon Wed & Fri.**

**10am-1pm Tues & Thurs)**

**Email: [advice@rethink.org](mailto:advice@rethink.org)**

Provides expert advice and information to people with mental health problems and those who care for them, as well as giving help to health professionals, employers and staff.

### Saneline

**Telephone: 08457 767 8000 (6pm-11pm)**

Saneline is a national mental health helpline providing information and support with mental health problems and those who support them.

### HUBB Mental Health Users Group

**Telephone: 020 8590 2666**

Provides advocacy for mental health service users in Havering.

**N.B. Some of the above services may make a charge**

# Fresh Start

*we believe in:*

- Putting service users at the heart of everything we do
- Empowerment and choice
- Valuing and respecting individuals
  - Embracing diversity
- Listening to the views of others
  - Effective communication
- Choice and socially inclusive opportunities

**Fresh Start**

**Telephone: 0844 600 1042**

**(Mon-Fri 9am-5pm)**

**excluding Bank Holidays**

# 0844 600 1042

**Havering Primary Care Mental Health Service**



North East London **NHS**  
NHS Foundation Trust



# Fresh Start

AIMS TO HELP YOU LIVE THE LIFE YOU WANT





*'I feel so down and tired. I can't be bothered to do anything'*

*'I can't sleep because I'm so worried. I just feel so stressed out?'*

## Do you feel this way?

If so, you may be experiencing a common mental health problem which can affect 1 in 4 people.

We can all experience common problems like depression and anxiety from time to time.

If, however, these difficulties have lasted more than two weeks and are preventing you from getting on with your life

... **TALK TO US!**

## Who are Fresh Start

We are the Primary Care Mental Health Service for Havering, which aims to **'help people live the life they want'** by providing assessment and support, including Talking Therapy and brief Psychological interventions. This service is for people aged 18 and over and is provided in partnership with NELFT and KCA. Together we are known as Fresh Start.

## What sort of help do I need?

Are you experiencing:-

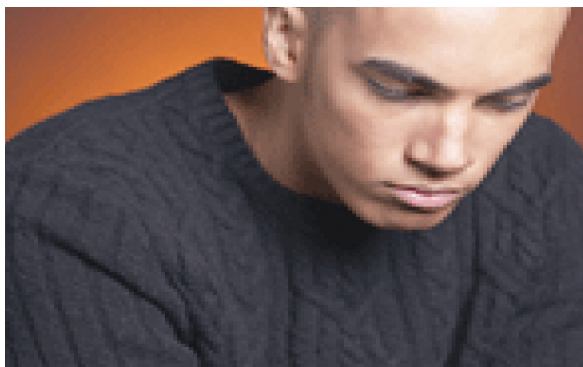
- Feelings of depression or stress.
- Feelings of anxiety or panic.
- Worry about things a lot of the time (including worries about your health or safety).
- Thoughts, pictures or impulses that come into your mind that you can't get rid of (obsessive compulsive disorder - O.C.D).
- Shyness or social anxiety.
- Fears or phobias, for example spiders, flying, needles, blood, dogs, cats or closed spaces etc.
- Bereavement issues (only after six months).
- Post Traumatic Stress Disorder.
- The belief that your body or face is odd or strange which stops you getting on with your life.
- Work related stress.

If so, the next step is to call us so that we can assess how best to help you with your concerns.

**Please note that we are not trained to assist in anger management or relationship counselling.**

## How do I access Fresh Start

You can self-refer to Fresh Start by calling us on **0844 600 1042** (you will need your GP's name) between 9am-5pm, Monday to Friday. We can call you back if you prefer.



## What we can offer you

Different people have different needs and we offer a number of different confidential services that can help you learn ways to help yourself feel more able to cope with your problems. These methods have been shown to be effective in helping people overcome their difficulties. These include:

**Self help** – Guided self-help involves working through exercises and activities on your own, with guidance from our workers either face-to-face or through telephone support, to get on top of feelings of stress, anxiety, panic or depression.

**Computer programme** – An interactive programme has been specially designed to help people who suffer from low mood and anxiety. You can work through this at your own pace with support from one of our workers.

**Community links/ Sign-posting** – Our workers can advise you on services in the community specially designed for your problems and needs where you can get support, share interests or get practical help.

**Books on prescription** – Recommended self-help books providing approaches to manage stress, worry, low self-esteem, sleep problems and a number of other problems.

**Individual therapy** – Individual or group psychological therapy is also available for people with more complex problems. It can help you to understand your difficulties, to make changes and cope better. We use Cognitive Behavioural Therapy (CBT) as well as other therapeutic approaches.

**Job Retention Support** – Support for employees who may be experiencing work related stress, which has, or could lead them to take sick leave. Assisting the employee to make a successful and sustainable return to work, using advocacy and mediation skills. Or to assist in making reasonable adjustments that make work more manageable.

