

Mind in Barnet

Your Local Mental Health Charity



The Mental Health Guide For the London Borough of Barnet

Sixth Edition 2007



For better
mental health

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Introduction/Foreword

Welcome to the fifth edition of the Mind in Barnet Mental Health Guide.

Our Information and Advice service has updated this edition with support from Sukaina Jaffer of First Step Trust.

Anyone can experience a mental health problem be that a family member, partner or friend. Knowing where to turn for help can be difficult. It is known that one in ten adults in the borough of Barnet may suffer depression or anxiety and one in 50 Barnet residents is likely to suffer from a severe psychotic illness - such as schizophrenia - in his or her lifetime.

GPs, so often the first port of call, may not have the answers or local knowledge of services available. At Mind in Barnet we understand the difficulty of knowing what to do and where to go for help and information if someone is experiencing mental distress.

This guide helps pinpoint the services which can best help you and guide you through the maze of mental health provision in the London Borough of Barnet. We hope it is presented in an easy-to-find and easy-to-understand format.

We would welcome any comments on the guide. Please fill in the feedback sheet on the back page and post it to us or alternatively you can email us on admin@mindinbarnet.org.uk

Daniel Cartwright
Chief Executive - Mind in Barnet

How to Use This Guide

● **If you are interested in a particular area of mental health, look first at the contents page, which gives the subject areas covered in each chapter.**

● **If you want information on a specific organisation and you know its name, go to the alphabetical index of organisations on pages 87-90.**

CHANGES IN BARNET

Mental health services in Barnet have changed since the first edition of this guide was published. The most important changes are:

1 | Barnet Community Healthcare Trust has been dissolved and in its place is Barnet, Enfield and Haringey Mental Health NHS Trust. The new mental health trust is responsible for all specialist mental health services in the borough, including the community mental health teams and hospital care (see chapter 5 for details).

1 | Another new body, the Barnet Primary Care Trust (PCT) has been created. It commissions mental health services from the mental health trust (above) and is responsible for all other health services in the community (including those previously run by the council and Barnet Community Healthcare Trust).

1 | Barnet Health Authority has been replaced by the Barnet, Enfield and Haringey Health Authority. This new body is responsible for long term health planning for the three boroughs, and for ensuring that these plans are carried out.

WHO PROVIDES MENTAL HEALTH CARE IN BARNET?

For details of specialist services see Chapter 5, and for community services see Chapter 7.

Mental health care in Barnet is provided by GPs (family doctors), trained social workers from Barnet Council and mental health professionals from Barnet, Enfield and Haringey Mental Health NHS Trust (called 'the Mental Health Trust' in this guide). Seven community mental health teams now provide specialist mental health care to people in Barnet and Hertsmere on a 24 hour basis (see Chapter 5).

Other help and support services for people with mental health problems in the borough are provided by voluntary organisations like Mind in Barnet and Jewish Association for the Mentally Ill (JAMI), self help and support groups and private organisations.

Mental health services in Barnet aim to provide a range of services close to where people live. Long stay hospital patients have been re-settled in supported residential care and there is a community network of services for different levels of need run or commissioned by Barnet council and the mental health trust (see

chapter 7 for details of groups and activities available in the community).

WHO PLANS MENTAL HEALTH CARE IN BARNET?

The Barnet Mental Health Partnership Board has responsibility for mental health planning and investments. This board includes representatives from the council, the primary care trust, the mental health trust, users, carers and voluntary organisations. They decide how to prioritise and how money should be spent.

Every district in Barnet now has a National Service Framework (NSF). Local implementation Team (see page 14 'National Service Framework' for details).

BARNET TRUSTS, HOSPITALS AND HEALTH AUTHORITY

For details of community mental health teams and other specialist services see Chapter 5.

Barnet, Enfield & Haringey Mental Health NHS Trust

(The Mental Health Trust)
Avon Villa
Chase Farm Hospital site
The Ridgeway
Enfield EN2 8JL
Tel: 0845 1114 000

Barnet Primary Care Trust

2nd Floor, Westgate
House, Edgware
Community Hospital,
Burnt Oak Broadway,
Edgware, HA8 0AD
Tel: (020) 8952 2381

Barnet, Enfield and Haringey Health Authority

Holbrook House
Cockfosters Road
Barnet, EN4 0DR
Tel: (020) 8272 5500
Minicom: (020) 8276 5606

Dennis Scott Unit Edgware Community Hospital

Burnt Oak Broadway
Edgware
Middx HA8 0AD
Tel: (020) 8952 2381

Barnet Psychiatric Unit (BPU)

Barnet General Hospital
Wellhouse Lane
Barnet
Herts EN5 3DL
Tel: (020) 8216 4400

Silkstream Unit (for older people)
Edgware Community
Hospital
Burnt Oak Broadway
Edgware HA8 0AD
Tel: (020) 8952 2381

CHAPTER ONE

MENTAL HEALTH PROBLEMS AND TREATMENT

Mental health problems are very common, and many of us will have experienced some mental distress in our lives or know someone else who has. Around one in ten of all adults in Barnet may suffer from anxiety or depression, and one in 50 Barnet residents is likely to experience a severe psychotic illness - such as schizophrenia - in his or her lifetime. One in five Barnet residents over the age of 80 is disabled by dementia.

Mental health problems cover a wide spectrum, from anxiety and depression to schizophrenia. Depression, anxiety or confusion can be a normal response to life's ups and downs, perhaps the result of a bereavement or job loss. It becomes a problem when these feelings of distress are so extreme, or last so long, that it becomes difficult to cope with everyday life.

Most people struggle on alone, but one in ten people with a mental health problem seeks professional help, most commonly for depression, anxiety and stress-related problems. If you or someone you know is experiencing emotional distress which is disrupting your life, it is worth asking for help at an early stage. Talking to friends, family or a support group may be all that is needed. If things are more serious you may decide to get some professional help.

The GP's surgery is the first port of call for most people with mental health problems. Most NHS mental health care and treatment is given by GPs, counsellors, pharmacists or community psychiatric nurses. Every year in Barnet as many as 67,500 people with mental health problems visit their GP. Most are treated by them or another member of the practice team, such as a counsellor.

Mental health is affected by emotional, physical and environmental factors, and you may need a range of services including health, social services, housing and education to help get you back on your feet. You will come across a number of agencies and professionals, and be faced with the different laws and policies which guide their work.

A small number of people with mental health problems are referred to specialist mental health services. In Barnet, specialist care in a crisis and ongoing support is given by a group of professionals from the local community mental health teams (see page 27 for details). Voluntary organisations and self-help groups like Mind in Barnet or Barnet Voice for Mental Health (Chapter 7) can also provide invaluable help, support and advice.

When people are in severe distress and do not recognise that they need help, people can be admitted to hospital under the Mental Health Act 1983 for a limited period of time without their consent (see Chapter 4). Fortunately, this is quite unusual: fewer than one in 15 of all people admitted to psychiatric units are compulsorily detained under a 'section' of the Mental Health Act.

Most people make a full recovery from mental health problems and half of those who visit their GP get well in less than a year. Even those who do not recover do not have the most severe symptoms all the time. Many people recover but occasionally have a relapse.

POSITIVE MENTAL HEALTH

Many of the influences on our mental health are beyond our control, but there are positive steps that each of us can take to improve it and to help us survive mental health problems.

Being able to communicate your thoughts and feelings (good and bad), learning how to cope with stress and to deal with change, and being able to relate to other people are all important in keeping you mentally healthy. Preparing for difficult situations can help us cope when they arise. This may involve thinking about and collecting information on sources of help and support.

COMMON MENTAL HEALTH PROBLEMS

National Mind produces useful booklets on all the following conditions and more. You can contact national Mind's mail order department on (020) 8221 9666 e-mail: publications@mind.org.uk or look at their website: www.mind.org.uk.

Positive Thinking
Positive thoughts tend to generate positive feelings. Repeating certain phrases to yourself (examples below) can help positive thinking. It works best if you make up your own.

To help you feel in control:

- I am competent
- I can deal with this
- I am in control

To help you relax:

- I feel at peace
- I am relaxed
- I am calm and composed

The following explanations come from national Mind's literature.

Anxiety

Anxiety is a state of fear or worry where your mind is overactive and your body is tense. Most people feel anxious from time to time, but anxiety becomes an illness when it feeds on itself and dominates your life. Sometimes people have panic attacks - a rapid build-up of anxiety where your heart pounds, your body sweats and either you start breathing quickly or you find it difficult to breathe.

Phobias and Obsessions

A phobia is an irrational and uncontrollable fear of an object or situation that people can usually face without anxiety, such as a fear of certain insects or animals or of enclosed or open spaces. Obsessions are recurring thoughts or ideas which can be frightening or distressing. They are often accompanied by rituals or compulsions, when you cannot stop yourself doing specific things to ward off an imagined danger. Both are linked to anxiety.

Depression

Most of us get depressed at some time or other, and it can be part of a natural grieving process, for example at the end of a relationship. A 'depressive disorder' or 'clinical depression' is when depressive symptoms like apathy, loss of energy, suicidal thoughts, sleep and appetite changes persist, or go beyond normal mood changes.

Psychosis/Neurosis

Psychiatrists use the word 'psychotic' to describe someone who cannot tell the difference between what is real and what is imaginary, especially if that involves hearing voices or hallucinating. 'Neurosis' is a broad term used to cover anxiety and depression and to describe situations when you know your feelings are inappropriate or not shared by others but you cannot change them.

Schizophrenia

The term 'schizophrenia' is used to describe a dramatic disturbance in a person's thoughts and feelings, accompanied by behaviour

which seems bizarre to others, such as hearing voices, seeing things that aren't there, or believing you are being persecuted by other people.

Manic Depression (Bipolar Affective Disorder)

Manic depression involves extreme mood swings, from severe depression and exhaustion to extreme happiness, energy and overactivity. Feelings may range from profound depression to extreme excitement and elation, affecting both judgement and behaviour.

Dementia

Dementia is caused by a slowly advancing deterioration of the brain, although why it happens is not known. A person with dementia will become forgetful, anxious and confused as the disease progresses. Twenty per cent of people over 80 suffer from dementia. It can affect younger people, but is rare in people under 65. Alzheimer's disease is a particular form of dementia.

Eating Disorders

Eating disorders include anorexia nervosa, where people starve themselves, and bulimia nervosa, a combination of overeating and vomiting. Eating disorders are often a way of coping with psychological or emotional problems.

COMMON DRUG TREATMENTS

Any proposed treatment, its risks and options should be fully explained to you (see code of practice chapter 3, page 16). Most of us want to have a say in what happens to us and we may have strong preferences for one form of treatment rather than another. See Chapter 4, page 21 for information on your rights to refuse treatment. Alternative treatments are covered in Chapter 8.

Many people are prescribed drugs such as tranquillisers or anti-depressants which work on the brain's chemical balance. These drugs can be helpful especially during a crisis but many people find talking treatments, such as counselling or psychotherapy, useful too. Sometimes a combination of the two works best.

It is important for people with mental health problems to have as much information as they want and need about their condition and treatment options. A common complaint is that they are not told enough about medication, such as possible side effects and alternative treatments.

Self-help and Support Groups

Self-help groups can be particularly beneficial for people who have a specific problem shared by members of a group, such as depression. There are a number of local self-help groups linked to particular conditions

- Depression Alliance - Barnet Support Group (see page 35)
- National Schizophrenia Fellowship - North West London Group (see page 36)
- Alzheimer's Society - Barnet branch (see page 43)

See Chapter 7 for details of local and national self-help groups

National Mind produces a series of booklets, *Making Sense of Treatments and Drugs* (available from National Mind, page 38), which can help you weigh up the pros and cons. You can also consult the British National Formulary (BNF) at your local library (bear in mind that the BNF may not state which are rare and which are common side effects). Drugs have two names: a brand or product name, and a generic name, which tells you what type of drug it is.

Anti-psychotic Drugs (eg Largactil, Stelazine, Haldol)
Sometimes called 'major tranquillisers', these drugs are usually given to people with severe problems such as delusions and hallucinations and manic or disturbed behaviour. They are designed to suppress these distressing symptoms, but can have side effects, which include weight gain, blurred vision, restlessness and involuntary movements of the face and body. Side effects can be related to dosage, so if you are prescribed anti-psychotic drugs it is important to have your treatment reviewed regularly. They can be given as tablets or injections (which last longer).

Minor Tranquillisers (eg Librium, Valium, Mogadon)
These drugs are prescribed for anxiety or agitation, or to help with sleep problems. They can be effective for the short-term relief of symptoms, but quickly become less effective and can end up producing the symptoms they are designed to relieve.

Minor tranquillisers should be prescribed for no more than two to four weeks and in special circumstances, for example to help you sleep during a crisis. After this time you can become physically and psychologically dependent on them and have withdrawal symptoms when you stop taking them. Their side effects include drowsiness, dizziness, apathy, increased anxiety and depression. If you do become dependent on them, it is important that you withdraw from them slowly, preferably with your doctor's help. If you are dependent on them you should not suddenly stop taking them. Many people find support groups helpful.

Anti-depressants (eg Anafranil, Gamanil, Parnate, Prozac)
Doctors believe anti-depressants can restore a chemical

imbalance in the brain which causes depression. Most of them take between three and five weeks to take effect and many people find them helpful, although around a third of users say they make no difference to their mood.

There are three different types of anti-depressants: tricyclics, selective serotonin re-uptake inhibitors (SSRIs) and monoamineoxidase inhibitors (MAOIs). They are not addictive but they can all have side effects. Tricyclics can cause a dry mouth, constipation and blurred vision; SSRIs can cause nausea, vomiting and anxiety; and MAOIs can react dangerously with some foods. Discuss side effects with your doctor.

Lithium (eg Priadel)
Lithium is usually given to people diagnosed as manic depressive and it acts to stabilise you and suppress the 'highs' and 'lows'. Lithium can be dangerous if levels in the blood get too high, so treatment will be closely monitored by your doctor. It too can have side effects which include hand tremors, excessive thirst and frequent urination.

Carbamazepine (Tegretol) is sometimes given with, or as an alternative to, Lithium. It has its own side effects.

Electro-convulsive Therapy (ECT)
ECT is sometimes given to people with severe depression who have not responded to drugs. It has always been a controversial treatment which some people find helpful but others find extremely distressing and ineffective. ECT involves an electrical current being passed through a person's brain while under a general anaesthetic. Immediate effects of ECT can include confusion, headache and dizziness. Memory loss is also common but usually temporary. (See Chapter 4, page 21, for your rights and ECT).

If you are on medication it should be regularly reviewed so you get the minimum effective dose with the fewest side effects. Ask your doctor or CPN first if you have any queries about your medication. If you are still dissatisfied, seek advice from one of the organisations in Chapter 7.

CHAPTER TWO**WHO'S WHO:
MENTAL HEALTH
PROFESSIONALS**

You may come across a number of different mental health workers. Their titles can sound confusingly similar but they all have very different roles, training and approaches. It will be much easier for you to find the right sort of help if you know who does what. That way you can ask to be referred to the professional you think is most likely to give you the treatment you want.

Your GP will normally be the first port of call if you are seeking help with a mental health problem, either for yourself or for a friend or relative. Your GP can refer you on to your local community mental health team or in an emergency to the Community Crisis Intervention Service (see Chapter 6, page 31).

General Practitioners (GPs or Family Doctors)

Most GPs both deal with mental health problems and prescribe medication themselves. Some GPs have practice nurses or counsellors on site - you may be offered sessions with a nurse on stress management, for example. If you need more specialist help your GP may refer you for an outpatient appointment with a psychiatrist, or arrange for you to be visited at home by a member of the community mental health team. In an emergency, or out of hours, a GP may contact the Community Crisis Intervention Service on your behalf.

GPs vary enormously in their attitudes, skills and the treatment they offer - some have particular experience or interest in mental health problems. You do have a choice of GP, so ask around for recommendations, study the practice leaflets and phone up several practices before you register. Ask to speak to the practice manager, who may be able to answer your queries and tell you about the GPs' interests and training. You could

ask to meet any prospective GP for a pre-registration chat (but not many GPs will give you their time in this way).

Community Psychiatric Nurses (CPNs)

CPNs are nurses with training in mental health who work in the community and will usually visit you at home. CPNs can give medication, provide emotional support and often do health promotion work, such as teaching stress management techniques. Some CPNs specialise in particular areas such as alcohol or drug problems or eating disorders. A CPN may be responsible for co-ordinating your care as part of the Care Programme Approach (see Chapter 3, page 14).

Barnet's CPNs mostly work in community mental health teams alongside psychiatrists and social workers. A number of Barnet GPs also have CPN counsellors attached to their practices who offer short-term counselling for a range of problems. You will need to be referred to a CPN by your GP, the Community Crisis Intervention Service or a psychiatrist. CPNs tend to work with people who have severe mental health problems.

Occupational Therapists (OTs)

Occupational therapists are trained to help people with physical or mental health problems cope with daily living. The Mental Health Trust has an Occupational Therapy Service staffed by OTs who specialise in mental health. They work in hospitals, GP surgeries and a wide variety of community settings (see Community Network page 34). They offer time-limited problem-solving interventions to enable people to develop the skills they need to manage difficulties such as anxiety or lack of confidence. OTs also run ongoing supportive groups for people with long-term mental health problems living in the community.

If you are a patient in hospital, or attending one of the day services, occupational therapy is one of the services you may be offered. Your GP is also able to refer you by contacting the community mental health occupational therapists.

Social Workers/Approved Social Workers

Barnet Council's social workers assess people's needs and

If you are not registered with a GP, or if you want to see a different GP, contact Barnet, Enfield & Haringey Health Authority on (020) 8272 5500 or Barnet Community Health Council on (020) 8349 4364 for information on GPs. InfoLink (see page 84), is available at libraries or council buildings and can give basic information about doctors in your area.

provide counselling, advice, support, care planning and management. They can also help with benefit problems and arrange day care, breaks for carers, supported housing or residential care. They work closely with service users, carers and families.

Most of the council's mental health social workers are approved social workers (ASWs) who are qualified to assess whether or not someone needs to be admitted to hospital under the Mental Health Act. ASWs work alongside other professionals in the community mental health teams.

If you have a mental health problem, or are a carer, you can ask the social work department of the Community Mental Health Team (CMHT) to carry out a needs assessment under the Community Care Act. After this assessment, a care plan may be drawn up (see Chapter 3).

Psychiatrists

A psychiatrist is a doctor who has specific training in the diagnosis and treatment of mental health problems. Following an assessment, psychiatrists may prescribe drugs or refer you for treatment to another professional, such as a psychologist. In Barnet, psychiatrists work as part of the community mental health team (CMHT) and the Community Crisis Intervention Service. Your GP can refer you for an outpatient appointment with a psychiatrist, or ask the CMHT duty psychiatrist to make a home visit for a mental health assessment.

In hospital, psychiatrists are responsible for the care of inpatients and they also hold outpatient clinics. People receiving ongoing care will have a senior psychiatrist responsible for their care as well as a care co-ordinator.

Psychologists

Clinical psychologists work with people with problems ranging from anxiety and phobias to severe mental illness. They are not doctors, and do not prescribe medication, but usually offer psychological treatments such as behaviour therapy or cognitive therapy. Behaviour therapy aims to help people change problem behaviour. For example, relaxation techniques will be

used to manage fears, phobias or obsessive behaviour. Cognitive therapy helps people identify destructive thought patterns and change them to more constructive ones.

Your GP can refer you direct to the clinical psychology department or you may be referred by a community mental health team. This department in Barnet and Edgware offers a range of therapies to individuals, couples, families and groups. These therapies are in demand and the supply is limited, so you often have to wait a long time for them. Your appointments could be at your GPs surgery, psychiatric hospital, health centre, CMHT unit or the offices at Premier House (see page 27).

Psychotherapists

Psychotherapists will work with you to explore deep-seated emotional problems and the way they relate to your current life and early childhood experience. They work in many different ways and there are many different schools of therapy, each with a particular style or approach. There is a limited NHS psychotherapy service in Barnet, with a long waiting list - ask your GP what is available.

Most psychotherapists practise privately and you have to pay. Some offer a sliding scale depending on income. It is important to see a psychotherapist or counsellor whom you can relate to and to make sure they are properly qualified (see Chapter 8, page 53).

Counsellors

Counselling gives you the opportunity to talk about your problems and get some feedback from an impartial person. It tends to focus on current concerns, with the counsellor helping you to find the best ways to tackle them.

Low-cost or free counselling is becoming more widely available; some GPs employ fully qualified & accredited counsellors in their surgeries, while voluntary organisations like Mind in Barnet and Relate offer low-cost counselling. Counselling may also be offered by mental health workers such as CPNs, psychologists and social workers. See Chapter 8 for further details and organisations offering counselling.

Art, Drama and Music Therapists

These practitioners use art, drama or music to help people communicate and express themselves. They can help you explore repressed feelings and anxieties. They work in psychiatric hospitals, mental health day centres and other community venues (see Community Network page 34), often as part of the Occupational Therapy Service. See also page 59.

Complementary/Alternative Therapists

Complementary therapists include acupuncturists, aromatherapists, herbalists and homeopaths. Practitioners describe their approach as 'holistic'. They see the mind and body as interlinked and pay attention to you as an individual. See Chapter 8 for details on specific therapies.

Complementary practitioners will spend time with you, talking and listening, which can be therapeutic in itself. Some of the relaxing therapies can be especially beneficial if you are anxious and tense. Complementary therapies are becoming more widely available on the NHS, but normally you have to pay and it can become very expensive. Some GP practices offer these therapies and some GPs and nurses have trained in these techniques. It is possible to be referred for treatments like homoeopathy or acupuncture on the NHS (see Chapter 8, page 59). Find out what is on offer in your area by speaking to local GPs or practice managers.

CHAPTER THREE:

YOUR RIGHTS

For advice about money and benefits see chapter 11, page 81 & 82 . For information about the Mental Health Act see chapter 4 .

Initial contact with mental health professionals and the mental health system can be a frightening and demoralising experience, especially if you feel you have no control over what happens to you. It can be easy to forget that you have rights and to just accept what the professionals say, even when you feel unhappy about it. It can be very difficult to question diagnosis, treatment or other professional advice or decisions. Knowing your rights and being able to say what you want and need will boost your confidence and help you get more out of your contact with doctors and other professionals.

Barnet's Advocacy Service

Mind in Barnet runs an advocacy service, which can help when you do not have the confidence to speak up for yourself, or feel the professionals do not listen to you. An advocate will act solely for you and can help you to put your case forward. If you are unhappy with any aspect of your treatment, such as medication or care arrangements, discharge or transfer from hospital, it can offer support or information. The service also gives information about benefits, and interpreters can be arranged. The Advocacy Service is free and confidential. Telephone them at Edgware Community Hospital on weekdays between 9am and 5pm on (020) 8732 6540. If you prefer, you can write to them at Edgware Hospital or Dove House (see page 34). If you are unsure if they can help you, call 020 8343 5700 and ask to speak to the advocacy manager (if you leave a message your call will be returned).

The Humans Rights Act 1998 came into force in October 2000. It incorporates into UK law the European Convention on Human Rights. If you think your human rights have been violated, you can ask a court in England or Wales to deal with it. The Human Rights Act cannot change the Mental Health Act, but it gives new ways of challenging unfair treatment or disregard of proper procedures by a public body. One provision of the Mental Health Act -the requirement that a patient proves he or she does not need to be detained, rather than the hospital proving he or she does - has already been declared to be incompatible with the European Convention. For detailed information see National Mind's Legal Briefing Paper on this Act, available on the Mind website (www.mind.org.uk) or from Mind Infoline, Legal advice line, or Mind mail order (for phone numbers see pages 20 & 37)

Advocacy in Barnet

4 The Concourse
Grahame Park
London NW9 5XB
Tel: (020) 8201 3148
e-mail:
aib@barnetvsc.org.uk

A free and independent service aiming to assist, inform and empower Barnet residents who use community and/or any health service

Assessment of needs and the NHS and Community Care Act 1990

You have the right to expect the health service and Barnet council's social services to provide care and treatment that meets your needs. The NHS and Community Care Act 1990 sets out how community care should be provided.

Under this Act, your right to services depends on your needs as assessed by a professional. Social services departments have a legal duty to assess the community care needs of people with mental health problems. They must also make sure that other services are available for people in need, including day care, supported housing, travel permits, meals on wheels and help at home. Whether or not you get a particular service usually depends on a doctor, social worker or other professional agreeing that it is necessary.

The Care Programme Approach

The Care Programme Approach (CPA) requires health and social services to make specific arrangements for the care and treatment of people in the community. Its aim is to provide help for people to stay in their own homes where possible. Services should be tailored to the individual needs of each person, and users and carers should be closely involved in deciding what they need so that a care plan can be designed to suit them.

The main points of the CPA are:

- Each person should have an assessment of their needs made.
- A care plan is based on agreement. It cannot be imposed against someone's wishes and it should be reviewed at intervals.
- Clients should be involved in meetings and discussions about their care and should receive a copy of any written care plan.
- Carers should be involved in care planning as far as possible, if the client so wishes.
- Professionals must work together and communicate with each other and with the client.
- One professional will be nominated as the care co-ordinator for each person. This person, often a community psychiatric nurse or social worker, is responsible for making sure the care plan is carried out and reviewed and that you are involved in planning your care.

All patients discharged from psychiatric hospital should have a care plan which includes the action to take in a crisis. If you have severe long-term mental health needs your care plan should be regularly reviewed, and your care co-ordinator will make sure all the professionals involved know what is happening.

Carers' Rights

See also Chapter 6, page 41, for help and information for carers in Barnet.

The Mental Health Act states that carers' views must be

**National Standards
The National Service Framework for mental health (NSF) was published in September 1999. It sets out standards in five areas: mental health promotion, primary care and access to services, the care of people with severe mental illness, carers' needs and reducing suicide. Copies of the full NSF are available from the Health Literature Line (0800 555 777). In Barnet the NSF implementation team is called the Policy and Service Development Group. Tel: (020) 8201 4856 or (020) 8359 4613**

Mental health professionals have a duty to listen to your views about your needs, and they should be met. If there is disagreement, you have a right to complain and ask for decisions to be reviewed (see page 17).

Carers making a significant contribution to the support of a person with mental health problems have the right to expect mental health professionals to listen to them, to consider their views, and to involve them in planning services.

considered when making a mental health assessment. If you are designated the 'nearest relative' under the Mental Health Act, you will have additional rights (see Chapter 4, page 24).

Under the NHS and Community Care Act, carers have the right to have their own needs assessed at the same time as the person they are caring for is assessed. Carers' needs are also covered by the National Service Framework (see page 14).

Under the Carers and Disabled Children's Act 2000, carers can be assessed independently, and have access to direct payments for carers.

Confidentiality Issues

Both the health service and social services are involved in planning your care, so information about you may need to pass between them. If you are being treated under the Care Programme Approach (see page 14), your GP should be told about your treatment progress and your care plan. Information about you will only be given to other agencies such as housing or voluntary agencies if they have a direct need to know in order to help with your care plan. In exceptional circumstances disclosure of information may be required by law, or justified in the public interest.

Problems can arise when professionals are asked by patients not to share information with carers. They have a duty of confidentiality to the patient except where the carer is also the nearest relative, who is entitled to be given some information (see Chapter 4, page 24).

Recent changes to the law have affected your right to confidentiality. If you believe your rights have been infringed, take specialist legal advice or contact the office of the Information Commissioner Tel: 01625 545745. They implement the Data Protection Act and the Freedom of Information Act (www.dataprotection.gov.uk).

Mental Health Act Code of Practice

The Code of Practice was updated in 1999. It is a government document containing good practice guidance on how the Mental Health Act 1983 should be used. It emphasises the importance of the users' rights and the care programme approach. It states that information should be given in a way that people can understand, about:

- the nature, purpose and likely effects of any planned treatment.
- Your right to withdraw your consent to treatment at any time, and the need for you to give consent for any further treatment.
- Your right to apply to a Mental Health Review Tribunal, how to do this and where to get help.
- Your right to complain to the Mental Health Act Commission.

See Chapter 4 for your rights under the Mental Health Act 1983

Right of Access to Records and Files

You have the legal right to see any written health records and any social services files that exist about you. However, you can be denied access to your records, or some of them may be withheld if a senior professional thinks the content may be damaging to your physical or mental health, or if it identifies a third party.

You need to apply to the record holder - usually a hospital or GP - and ask for an appointment to look at your records. In-patients may be able to see their records informally and free of charge. If you are an outpatient you may be charged a £10 fee, and, if you want copies, photocopying charges may be added on. If you disagree with anything, you can ask for the record to be corrected or to have your disagreement recorded. If factual details are incorrect (as opposed to opinions) you can complain to the Information Commissioner (see under 'confidentiality' above)

The NHS and Community Care Act 1990 and various government guidelines make it a duty for health and social services to consult with users and carers about the services they provide. Barnet Voice for Mental Health (see Chapter 7, page 35) is represented on professional planning and monitoring groups in the borough to ensure that the user voice is heard.

You can also ask to see any medical reports prepared by your doctor for employment or insurance purposes. If there are factual inaccuracies you can ask your doctor to correct them. The doctor does not have to do this, but must record your disagreement and attach it to the report.

The Advocacy Service or Mind in Barnet can help if you have problems seeing your records (see page 12).

COMPLAINING ABOUT YOUR CARE

Most mental health professionals will listen to your point of view and try to provide a good service. But things can go wrong, or you may disagree with decisions they make. If this happens, first try talking to the person concerned, or to the senior person on duty at the time. If you don't get anywhere, you should consider making a complaint. It may be helpful to talk it over with somebody from the Advocacy Service (page 12), Mind in Barnet, or Barnet Community Health Council (page 13), who can all help you in making a complaint.

Complaining about Barnet Council's Social Services

Mental health social workers are employed by Barnet Council. If you have a complaint about social services, you can follow Barnet Council's community care complaints procedure.

Step 1: Talk to the staff concerned and try to get the problem sorted out. If you are not satisfied, telephone or write to the manager concerned (or the customer liaison officer, see below), telling them what the problem is and what you have done so far. You will get a response within two weeks.

Step 2: If the problem is not resolved, write to or telephone the customer liaison officer, who is there to help you through the complaints process and will arrange for your complaint to be investigated. In most cases you will receive a full written response within four weeks. The customer liaison officer is based at Town Hall, The Burroughs, London NW4 4BG, Tel: (020) 8359 2504. (A leaflet and an

Complaining to the Area Forum
 Any local issue, from broken pavements to home helps, can be raised at your local area forum. Councillors, senior council officers and members of the public attend these forums, and the aim is to resolve problems quickly. There are forums for the following areas: Finchley, Golders Green, Barnet, Whetstone, Hendon, Edgware and Mill Hill. You can attend and speak at these forums or discuss the matter first by contacting the council's Action Point on (020) 8359 4000.

audio tape giving details of the complaints procedure are also available from here.)

Step 3: If you are still not satisfied, write or speak to the customer liaison officer and ask for a review panel meeting, at which two councillors and an independent person will consider your complaint and how it has been dealt with. The panel will make recommendations to the Director of Community Services, who has a legal duty to reply.

Contacting Your Councillor and MP

If your complaint is about the lack of a service, the councillor is the best person to contact. For Social Services issues, contact the cabinet member for housing and social services via Action Point. The details of local councillors including phone numbers and surgeries, can be obtained from any Action Point (page 84) or write to them at the Members Room, Town Hall, The Burroughs, London NW4 4BG. Barnet's MPs can be contacted via the Public Information Office, House of Commons, London SW1A 0AA.

Complaining to Barnet Enfield and Haringey Mental Health NHS Trust

If you are not satisfied with any of the services you receive in hospital, as an outpatient, or in the community, firstly discuss your concerns with staff at the clinic, department or ward where you are being seen or treated. They should try to sort the problem out. If you are not satisfied, ask to speak to the manager of the department. If the matter is not resolved, or if you prefer to put your concerns in writing, write to the manager or the chief executive. They will acknowledge your letter within two days and make sure your concerns are fully investigated. Following the investigation, you will get a full written explanation within 20 working days. If you are still not satisfied, you can discuss the matter with Barnet Primary Care Trust and/or the Health Authority (below).

Complaining to Barnet, Enfield & Haringey Health Authority

The Health Authority can help if you have a complaint about any practitioner such as a GP, dentist or pharmacist. For advice,

**The Chief Executive
 Barnet, Enfield &
 Haringey Mental
 Health NHS Trust
 Avon Villa
 Chase Farm
 Hospital Site
 The Ridgeway
 Enfield
 EN2 8JL
 Tel: 0845 1114 000**

**For a copy of the
 trust's complaints
 leaflet, contact the
 above address.**

contact the Health Authority Complaints Department, Holbrook House, Cockfosters Road, Barnet EN4 0DR.
Tel: (020) 8272 5500

Complaining about Your GP or Other Health Professionals

If you have a complaint about your GP or a member of the practice staff, try speaking to the individual concerned or to the practice manager first. If the complaint is about the service provided, contact the complaints manager at the Health Authority, who will explain the complaints procedure (see above). If you think your GP (or another health professional) has behaved unethically, unprofessionally or incompetently, complain directly to their professional body. For GPs, this is the General Medical Council, 178 Great Portland Street, London W1N 6JE, Tel: (020) 7580 7642. For nurses, this is the UK Central Council for Nursing, Midwifery, and Health Visiting, 23 Portland Place, London W1N 3AF, Tel: (020) 7637 7181.

Complaining about a Voluntary or Private Organisation

If possible, discuss your concerns with the person or people involved to try and sort the problem out straight away. Most reputable organisations will have a complaints procedure in place. It will usually involve putting your complaint in writing to the manager of the service. If you cannot get a satisfactory outcome locally and the organisation concerned is a member of a larger organisation or umbrella body, you can try complaining to the head office. If you are unhappy with a particular individual, such as a counsellor, it may be that they are a member of a professional body with a code of practice (such as the British Association for Counselling & Psychotherapy (BACP); if so you can make a complaint to the professional body.

The Ombudsman

If you have exhausted the complaints procedures open to you and are still dissatisfied, you can complain to the relevant ombudsman. For complaints about health services contact the Health Services Ombudsman. For complaints about council services contact the Local Government Ombudsman. Both services are based at 21 Queen Anne's Gate, London SW1H 9BU, Tel: (020) 7915 3210.

CHAPTER FOUR

THE MENTAL HEALTH ACT 1983

Most people in a psychiatric ward will be voluntary or 'informal' patients who can leave when they want and whose consent is needed before treatment is given. 'Formal' patients are detained under a 'section' of the Mental Health Act 1983 and some may be given treatment without their consent (see 'Your Right to Refuse Treatment', below). Compulsory detention (or 'sectioning') cannot take place unless the criteria in the Act are met and there is no suitable alternative. Only a team of mental health professionals can detain you for longer than 72 hours, and only after a careful assessment, with compulsory detention as the last resort. Anybody detained in hospital is entitled to full information about their rights.

The Mental Health Act 1983 is the law which states how people in England and Wales can be admitted to, and detained in, hospital. It is very complex and open to different interpretations. We provide a brief summary below. National Mind produces a series of rights guides to help users, relatives and professionals understand the Mental Health Act (and the proposed changes to it) and the Mental Health Act Code of Practice (see page 16). Contact National Mind mail order, Tel: (020) 8221 9666 or see Mind's website: www.mind.org.uk

Your Right to Information

All mental health professionals should keep you fully informed of what is happening, explaining things in a way you can understand. Ask if there is anything you want to know, or are unsure about.

If you are admitted to hospital under a section of the Mental

New Mental Health Act

A government white paper, 'Reforming the Mental Health Act 1983' was published in December 2000. This will form the basis of a new Mental Health Act, although it is unlikely that all the proposals in it will become law.

Areas of concern to National Mind in the white paper include:

- compulsory treatment orders in the community
- changes to the mental health tribunal process
- changes in the nearest relative rules
- different treatment regime for people with personality disorders

Any new Act is now unlikely to come into operation until 2005. This chapter deals with existing law. No detail was brought forward in the Queen's Speech November 2002 and the information remains correct at the time of printing

For fuller advice and information on the law contact Mind in Barnet's Advocacy Service on (020) 8732 6540 (see page 12) or contact National Mind's Legal Advice line on (020) 8519 2122, Mon, Wed, Fri 2-4.30pm.

Health Act 1983, this should be explained to you at the time. On arrival in hospital, staff have a duty to tell you about the section you are being held under, and about your right to appeal to the hospital managers and to the Mental Health Review Tribunal. They should also tell you about your rights regarding discharge and consent to treatment and give you information about the Mental Health Act Commission (see page 26).

You should be given this information in writing. The hospital gives the same information to your nearest relative (see page 24), including notice of when you will be discharged from hospital. You can ask them not to do this; but your approved social worker (ASW) has a duty to inform your nearest relative that you have been admitted to hospital, and of their powers of discharge (under Section 25 of the Act).

Your Right to Refuse Treatment

Most people who are admitted to hospital are voluntary patients - free to leave or to refuse treatment when they wish. If you are detained in hospital under the Mental Health Act 1983 you may be lawfully held in hospital against your will, but if you are held under Sections 4, 5, 135 or 136 you can refuse to have any treatment. Informal patients can sometimes find that when they attempt to leave hospital they are held under Section 5, and then become formal patients. This can only happen after an assessment by two doctors and an approved social worker.

You can normally refuse electro-convulsive therapy (ECT) under any section unless an independent psychiatrist (appointed by the Mental Health Act Commission) interviews you and decides it is necessary. If you are held under Section 3, you have more say in your treatment after three months. However, you can be given treatment against your will if it is deemed urgently necessary to save your life, or if you are a serious threat to others (see Section 62, page 23).

Mental Health Assessments

A formal mental health assessment considers whether or not a person should be admitted to hospital under the Mental Health

Act 1983. It is different from a needs assessment by social services (Chapter 3, page 13). Three people are needed: a doctor (usually the GP), an approved doctor with particular experience in mental health (usually a psychiatrist) and an approved social worker who has had special training in mental health assessment.

Friends, relatives or carers may ask for a mental health assessment. If the 'nearest relative' (see page 24) asks for one, the ASW must consider it and give reasons in writing if hospital admission does not result. The ASW arranges the assessment and will also make the practical arrangements for taking the person into hospital if need be. They will usually have a number of discussions with family members and professionals to consider all the circumstances before arranging an assessment. You can ask your GP to arrange an assessment, or contact the social work department of the CMHT (see Chapter 5, page 27).

Section 2: admission for assessment - up to 28 days (not renewable)

Section 2 is used when detention in hospital is in the interests of the patient's health or safety, or to protect others. The ASW or the nearest relative may make the application, founded on two doctors' recommendations. Treatment may be given, and, as with Section 3, in some circumstances consent may not be needed.

Section 3: admission for treatment - up to six months (renewable)

Most likely to be used when the hospital knows the person and the treatment needed is clear. An application is made by an ASW or the nearest relative, supported by two doctors. Consent is not needed, but an application can only be made if the nearest relative does not object (see page 24). You have more say in your treatment after three months on this section. At the end of six months, the section can be renewed. Proposals in the government's white paper are that detention for treatment after 28 days would have to be authorised by an independent tribunal.

**Colindale
Appropriate Adult
Panel**

If you have a mental health problem, or are under 16, and you are arrested by the police, you can ask for the support of an 'appropriate adult'. Appropriate adults are trained volunteers aged 18 or more who are independent of the police. They will aim to ensure that you get fair treatment and can sit in on the police interviews if you want them to. Anyone arrested should always consider obtaining a solicitor to represent them.

Section 4: emergency admission for assessment - up to 72 hours

This section is used where admission is urgently needed and an assessment under Section 2 would take too long to arrange. An application is made by the ASW or nearest relative, with one doctor's recommendation. There is no power to treat the person against their wishes.

Section 5 (2): detention of informal patients - up to 72 hours (holding order)

The hospital doctor in charge of treatment may recommend the use of this section to prevent a voluntary patient leaving hospital. There is no power to treat the person against their wishes, and a proper mental health assessment should be arranged as soon as possible. If a doctor is not available, a psychiatric nurse may authorise detention for up to six hours under Section 5 (4).

Section 136: police power to remove to a place of safety - up to 72 hours

A person who is in a public place and who appears to be mentally disordered and in need of immediate care or control can be taken to a hospital or police station under this section (see Chapter 6, page 32). In Barnet, it will usually be a police station. There is no power to treat the person against their wishes and an ASW and a doctor must do an assessment as soon as possible.

Section 135: court warrant

An ASW can apply to a magistrate for a warrant authorising the police, accompanied by an ASW and a doctor, to gain entry to a person's home and if necessary to remove them to a place of safety for up to 72 hours. There must be grounds for believing the person is suffering from a mental disorder and is being neglected or ill-treated or is unable to care for himself or herself. A full assessment must take place within 72 hours.

Section 62: urgent treatment

Urgent treatment may be given without consent to any hospital patient who is detained or liable to be detained under one of the longer sections (not 4 or 5) if any of the following applies:

- Treatment is needed to save the person's life.
- Treatment is needed to prevent serious deterioration (drugs or ECT can be given).
- Treatment is needed to alleviate serious suffering or prevent violent or dangerous behaviour (drug treatment may be given).

Treatment may only be given for as long as it takes to bring the emergency to an end.

Section 7: guardianship - six months (renewable)

A mental health assessment may result in an application for guardianship as opposed to hospital admission. This involves placing a person under the care of either the local authority or someone approved by them. The person may be required to live in a particular place, attend for treatment, and allow access to any doctor or ASW. But there is no power to give treatment without consent. Guardianship lasts for six months initially. An application for guardianship can be made by either the nearest relative or an approved social worker. The nearest relative must not object to the application if he/she is the person who initiated the application.

Section 25: supervision registers

Since April 1994, all health authorities must keep a register of people thought to be at serious risk of suicide, at risk of severe self-neglect or who may be violent to others. These registers do not create any new powers. Follow-up under the Care Programme Approach (see Chapter 5, page 28) is arranged for people who are registered. You must be informed if your name is on the register, except where to inform you would cause serious harm to your physical or mental health. The local trust will usually keep the register.

Section 26: the nearest relative

The Mental Health Act 1983 gives a number of rights and responsibilities to what is called the 'nearest relative'. The Act specifies who the nearest relative is by a set of rules. This means he or she is not necessarily the most closely involved or most suitable person. If the nominated person prefers not to act as the nearest relative, he or she can nominate any other suitable

person to take on the role. If necessary, speak to an approved social worker (ASW) about this.

The rights of the nearest relative are as follows:

- You can ask an ASW to arrange a formal mental health assessment, and be informed in writing if admission to hospital is not the outcome.
- You may apply for your relative to be admitted to hospital based on the recommendations of two doctors (one in an emergency).
- You have the right to be consulted if your relative is being assessed under the Mental Health Act 1983 and the right to information from an ASW about your role as nearest relative, including your right to discharge him or her.
- You can prevent an application for a treatment order (Section 3) or guardianship being made by withholding your consent. You can discharge your relative from guardianship (under Section 7).
- You may request the discharge of your relative from hospital under Sections 2 or 3. If you are overruled by a psychiatrist, you can appeal to the Mental Health Review Tribunal.
- You have the right to be given seven days notice by the hospital when your relative is to be discharged, although your relative can ask the hospital not to inform you.

At the moment there is no right to change your nearest relative, although there will be under the proposed Mental Health Act of 1983. The white paper proposes to replace the nearest relative with a 'nominated representative' who is chosen by a professional (unless you have chosen your own in an advance directive).

The Patient's Right to Appeal

If you want to leave hospital, you should start by talking to your psychiatrist and to your nearest relative, both of whom can discharge you. You can also appeal for discharge to:

- **The hospital managers:** If you apply for your case to be reviewed, the managers, represented by a panel of lay

people and members of the health authority, will interview you and your psychiatrist, and look at your case notes, before deciding whether or not to discharge you.

- **The Mental Health Review Tribunal:** This consists of a lawyer, a psychiatrist from outside the area, and a lay person with relevant knowledge or experience. You can be present at the hearing and have an advocate present, and you have the right to legal representation (Legal Aid is available). Mind in Barnet's Advocacy Service can offer advice, support or representation, as well as put you in touch with solicitors with mental health knowledge. National Mind's Legal Unit can give you advice on your rights and suggest solicitors but does not take individual cases (see page 12). The hospital staff have a duty to give you information and help if you decide to appeal to this tribunal. The New Mental Health Act is likely to change both the composition of the tribunal and the way it operates.
- **The Mental Health Act Commission:** Any patient detained in hospital under the Mental Health Act can complain to the commission, who visit psychiatric hospitals regularly. On request, they will investigate. The commission's powers are being reconsidered under the government's proposals for reforming the Mental Health Act.

**Mental Health Review Tribunal:
Tribunal Office,
North London & East
5th Floor,
11 Belgrave Road
Victoria
London SW1V 1RS
Tel: (020) 7972 2000**

**Mental Health Act Commission:
Maid Marion House
56 Hounds Gate
Nottingham NG1 6BG
Tel: 0115 943 7100**

CHAPTER FIVE

SPECIALIST MENTAL HEALTH SERVICES IN BARNET

North East and South East Sector CMHT:
Premier House
112 Station Road Edgware
Middx HA8 0AD Tel: (020) 8951 2100

West Sector CMHT:
Premier House
112 Station Road Edgware
Middx HA8 0AD Tel: (020) 8951 2100

CMHT for Older People (over 65):
East and West Teams
Edgware Community Hospital
Burnt Oak Broadway Edgware HA8 0AD Tel: (020) 8952 2381

CMHT for Mentally Disordered Offenders:
The MDO Team
Hope House
3rd Floor
45-51 Woodhouse Road, Finchley
London N12 9ET
Tel: (020) 8446 9996
Fax: (020) 8446 9998

Barnet, Enfield & Haringey Mental Health NHS Trust is the main provider of specialist NHS mental health services in the borough. The trust employs a number of mental health professionals including psychiatrists, community psychiatric nurses (CPNs), psychologists and occupational therapists who work in hospitals and in the community.

The London Borough of Barnet's social workers work with these healthcare professionals in multi-disciplinary community mental health teams (CMHTs).

Community Mental Health Teams (CMHTs)

There are two 'sector' CMHTs for people of working age, one for the east and one for the west of the borough, and two CMHT's for older people (over 65). Each is a multi-disciplinary group consisting of psychiatrists, psychologists, community psychiatric nurses and social workers. These teams can provide treatment, emotional support and therapy and social support at home, as well as arrange formal assessments under the Mental Health Act 1983. Most people will be referred to the CMHT by their GP - each team is linked to a number of practices.

In addition there is a CMHT for mentally disordered offenders (MDOs), that is, people with severe mental health problems who have come into contact with or are at risk of coming into contact with the criminal justice system. The team works closely with the police, courts and hospitals. It is open Monday - Friday to service users and carers and to GPs and other professionals who wish to refer people to the team (see Chapter 6, page 32, for police).

Community Support Team (CSTs)

Two community support teams, one for the East and one for the West moved into their new bases (see below) in May 2001. These multi-disciplinary teams provide intensive support for people with severe and long term mental health problems. People will usually be referred for community support by one of the community mental health teams, or by a health professional.

Community Support Team Bases

The CST teams share a base with the CMHTs.

West Sector, North East Sector and South East Sector - Premier House Tel: (020)8951 2040

Assertive Outreach Team

This multi-disciplinary team provides intensive support in the community for people with a long-term history of severe mental health problems. It targets people who find it hard to engage with mental health services and who often drop out of the system. People are referred to the team via a health professional. It is based at Edgware Community Hospital, Tel: (020) 8732 6990.

HOSPITAL CARE

Sometimes it may be impossible to carry on with your normal life and you may need to spend time as an inpatient in a psychiatric ward. For adults this will be the Dennis Scott Unit at Edgware Community Hospital. For people over 65 years, there are two acute assessment wards and a day hospital at Colindale Hospital's Silkstream Unit (see page 27).

Referral to hospital will always be through a health professional. In Barnet, this will be either the Community Crisis Intervention Service (CCIS) or the CMHT. If you think you or a relative or a friend is in need of hospital care, you should contact your GP. See Chapter 3 for your rights and Chapter 4 for the law concerning admission to hospital. When someone does not realise they are ill or is a risk to themselves or others, they may be admitted to hospital without their consent under the Mental Health Act 1983.

Inpatients

The average stay in hospital is about four weeks - on an admission ward at first, for assessment and treatment, and then on a rehabilitation ward if you need to stay longer. You will be given a handbook which explains what to expect during your stay in hospital and what help and support is available.

In most hospitals you are likely to be given drug treatment. If you are, your medication should be regularly reviewed so you get the minimum effective dose with the fewest side effects. You should be given an information leaflet on any drugs you are prescribed. You are entitled to ask for and be given this information. Your treatment should be reviewed weekly at a meeting of hospital staff known as the 'ward round'. You should either discuss your treatment with your named nurse or doctor before the ward round, or you may be asked to attend the meeting yourself. You will be invited to the care planning meetings and have a care plan agreed before you leave hospital (see page 14).

Outpatients

You may be referred by your GP or CMHT for ongoing treatment as an outpatient. Outpatient appointments for east sector residents will be at Barnet Psychiatric Unit, and for people in the west at the new Redhill Unit, rear of Post Office, 645 Station Road, Edgware, Middx. Tel: (020) 8952 9635. Your first appointment will usually be with a psychiatrist, CPN or social worker. You may be prescribed medication, or referred on to another mental health professional.

You may be invited to attend a day hospital or 'day base' for a structured programme of therapeutic activities as an alternative to hospital admission. There is a day base at Barnet Psychiatric Unit for people in the east of the borough, and at the Dennis Scott Unit, Edgware Community Hospital for people in the west of the borough (see also Community Network, page 35).

PATIENT INFORMATION & SUPPORT SERVICES

Mind in Barnet's Advocacy Service can offer help & support - see page 12

The Patients' Services Department at Edgware Community Hospital, can help by looking after your money and valuables, providing a banking service and help with form-filling.

The Voluntary Services Department can offer support and help in a variety of ways. They can put you in touch with befrienders and support groups, help with transport and give you information. Contact the Voluntary Services Manager for details of what is available. Tel: (020) 8732 6338.

The Interpreting Service is part of the Voluntary Services Department. They can arrange interpreters, support for people whose first language is not English, both in hospital and in the community. There are also volunteers and befrienders from a range of cultural backgrounds who can be contacted through this department. The Interpreting Service is based at Edgware Community Hospital, Tel: (020) 8732 6454.

There are information leaflets and a handbook for service users and carers on the mental health services provided by the Trust - available in a range of languages.

Complaining About your Care and Treatment

Barnet's Mental Health NHS Trust wants to know what people think of its service and is open to suggestions on how to improve it. It has a complaints procedure which ensures your complaint will be investigated and you receive a written response. See Chapter 3, page 17, for how to complain.

Barnet Voice for Mental Health runs weekly groups in Edgware, High Barnet and Finchley Central to offer specific support to people who have just left hospital (see Chapter 7, page 35).

A specialist mental health Welfare Rights Advisor is available, by appointment, at Barnet Psychiatric Unit or Edgware Community Hospital. The advisor can help psychiatric outpatients at these sites to claim the benefits they are entitled to. Ask to be referred to this service by your CPN, social worker, GP or psychiatrist. Any healthcare worker can make an appointment for you.

Barnet Council's Home Care Service have a specialist team of home care workers for people with mental health problems, including dementia. Their service includes help with housework, shopping and laundry, and is available on weekdays. A personal care service providing help with dressing, bathing, toileting and eating is available every day 7.30am-10.30pm. Referrals are usually via a social worker or other health professional. Tel: (020) 8359 5288.

The Barnet Community Crisis Intervention Service (CCIS)

In Barnet, crisis care is provided 24 hours a day, seven days a week, all year round by this duty crisis team. It is part of the community mental health team (CMHT) and usually consists of a psychiatrist, a social worker and a community psychiatric nurse. The CCIS responds to mental health emergencies occurring anywhere in the district. They can visit people at home, in accident and emergency departments, hospital wards or police stations. They provide a full assessment of needs, and decide on the best course of action to help people stay in the community. Where necessary, they can arrange for admission to hospital. They aim to respond to emergency referrals within four hours. The CCIS is contacted via the CMHT (see page 27), and your GP will normally contact the team on your behalf.

CHAPTER SIX**HELP IN A CRISIS**

A crisis is a situation where some action or decision needs to be taken quickly. People may be acting in a way that is damaging for themselves or others, or may simply feel that they cannot cope any more. They may desperately need some advice or support. It can make all the difference if the right sort of skilled help is available quickly.

If it is your first mental health crisis, you (or a relative or friend on your behalf) should contact your GP, requesting a home visit if one is needed. If it is outside office hours, the GP practice will have made arrangements for out-of-hours cover. You can get the emergency number by ringing the surgery. Remember that the GP on call may be from a deputising service and may not know you or your family. The GP can call in the Community Crisis Intervention Service if necessary (see opposite).

If there is already a mental health professional involved in your care, such as a care co-ordinator, you should contact them first. Your care plan should include a section on what to do in an emergency or crisis. The community mental health team (CMHT) has a duty system for urgent calls.

If it is a real emergency and you cannot wait, for example somebody is in immediate danger, dial 999 and call the police or ambulance service; or go to the nearest accident and emergency department (see page 32).

Accident and Emergency Departments

The A&E or Casualty department of any hospital can provide help in a crisis. If you need an immediate response, for example someone has overdosed on tablets such as painkillers, minor tranquillisers or anti-depressants, you should get them to the A&E department of your local hospital as soon as possible, or dial 999 to get an ambulance. After treatment, the A&E department may call the CCIS for advice or an assessment. The London Borough of Barnet has a duty emergency social worker who can also be contacted.

Police

If there is an immediate risk to life or limb, the police can be called by dialling 999. The police have the power to remove a mentally disordered person who is in a public place to a 'place of safety' - in Barnet this is usually a police station - for up to 72 hours (page 23). The police will call in a forensic medical examiner and the CCIS will be asked to make an assessment if it is felt the person has a mental health problem. People with mental health problems who are arrested can ask for the support of an 'appropriate adult' (see page 23 for details). The CMHT for mentally disordered offenders may also be able to help (page 27).

The borough mental health liaison police officer for Barnet is based at Colindale Police Station. Tel: (020) 8733 4403. The main switchboard number for Colindale Police Station is (020) 8200 1212 and for Golders Green Police Station it is (020) 8209 1212. (See chapter 7, page 48), for Colindale Police Station's Domestic Violence and Vulnerable Persons Unit.)

OTHER CRISIS HELP

The Samaritans - Enfield, Haringey and Barnet Branch
Tel: (020) 8889 6888 or 08457 909090 (national number charged at local rate).

If you need to talk about suicidal feelings, or any other crisis you are going through, you can call the above numbers or visit the office at 40 Queens Road, Bounds Green, London N11.

The Samaritans offer confidential emotional support to callers in crisis 24 hours a day, 365 days a year. Trained volunteers will speak to you on the phone, or you can visit between 11am and 9pm and see someone in person. It is a good idea to ring and let them know you are coming.

Saneline

Tel: 08457 678000 (calls charged at local rate).

A national telephone helpline for people with mental health problems and their carers. Open Noon - 2am every day of the year.

A&E Departments for People in Barnet:

Barnet General Hospital
Wellhouse Lane
Barnet
Herts EN5 3DL
Tel: (020) 8216 5003
Open 24 hours

Northwick Park Hospital
Watford Road
Harrow
Middx HA1 3UJ
Tel: (020) 8864 3232
Open 24 hours

Royal Free Hospital
Pond Street London
NW5 2QG Tel: (020)
7794 0500 Open 24
hours

MAYTREE
A Sanctuary for the Suicidal
72 Moray Road,
Finsbury Park,
London, N4 3LG
Tel: 020 7263 7070
Method of Referral:
Agency or Self-referral
Aims and Services:
Support for acute suicidal risk - stay up to 4 nights - other sources of continuing help after stay - free service.

Day care services aim to provide recreation, therapy and rehabilitation as well as company and support. Self-help and support groups offer a chance to share concerns with other people who have experienced mental health problems and can help ease loneliness and isolation. This kind of help and support is provided by voluntary organisations such as Mind in Barnet, the Mental Health Trust and social services.

CHAPTER SEVEN

HELP AND SUPPORT IN THE COMMUNITY

See Chapters 9 and 10 for information on employment schemes and supported housing in the borough, and Chapter 8 for talking treatments such as counselling, and alternative therapies. Chapter 11 for money advice.

MIND IN BARNET

DROP IN AND SHORT TERM OUTREACH AT SCHOOL WAY DAY CENTRE

The Day Service based at School Way Centre consists of two strands, which are activities run in the centre that clients can drop in to attend and short term outreach activities in the local community that are carried on an individual basis or in small groups. This outreach support is not going into people's homes.

Each client is assigned a Support, Time and Recovery (STR) Worker who will be available on a one-to-one basis to offer individualised support. Each STR Worker manages a case load of clients.

The Day Service runs for 365 days per annum for 36 persons per day,

The aims of the Day Service are:

- To encourage maintenance (and if possible an increase) in physical and mental well being to thereby improve the quality of life of clients.
- To promote both the clients capacity for independent living and greater integration into the wider community.
- To help clients gain or build their confidence.
- To contribute to effective co-ordination for arrangements between professionals involved in clients' care and support.
- To help address clients' emotional and practical wants and needs in conjunction with other agencies through group work and by offering support on an individual basis.
- To reduce loneliness and isolation of clients.
- To help them identify goals that have value and meaning that can be addressed through accessing the service.

members of Mind in Barnet and will have a say in the

Anyone with mental health problems living in the community can come to this Day Centre. The charge is £1 for as much tea and coffee as you want and £2.50 for lunch. The activity programme consists of support and life skills groups including relaxation, art, positive thinking, Reiki, beauty and grooming, creative writing, dance and movement and discussions. Members are encouraged to make good use of these activities, but there is no pressure to participate. Day Service is available seven days a week. All clients who attend the Day Centre are regarded as members of Mind in Barnet and will have a say in the services offered.

Mind in Barnet Centre

**2 Schoolway
Woodhouse Road
London N12 0RY**

**Tel: 020 8343 5700
weekdays 10am-4.30pm**

On Friday evening between 7-10 pm there is the Electra Club at Schoolway. The entrance fee is normally 50p and on offer are clubs, discos, live music, bingo, quizzes, games and buffet food. The Libra Club is a social club which meets every Sunday afternoon between 3 and 6.30pm. Call 020 8343 5700 for further information and to confirm the venue.

Telephone the Schoolway Centre on (020) 8343 5705 . For the Day Care Manager, Tel: (020) 8343 5707.

Other Services and Groups Provided by Mind in Barnet

- Advocacy Service (page 12)
- Counselling Services (see Chapter 8, page 54)

Longer Term Outreach and Befriending Service

If you are feeling isolated or vulnerable, anxious or depressed due to mental health problems you might like someone to visit you, have a chat or maybe go out. Volunteer befrienders will visit for an hour or so each week. They can give you support and companionship whether you live alone, in a group home or a hostel. Phone Mind in Barnet's befriending worker on 020 8906 7502.

THE COMMUNITY NETWORK

27 Castle Road
North Finchley London
N12 9EE
Tel: (020) 8359 3230
Annexe at 154 Station
Road, Hendon, London
NW4 3SP.
Tel: (020) 8359 3262/1

National User-Led Groups

These groups are independent of professionals and act as pressure groups for change. Some can offer mutual support.

| Mindlink

Tel: (020) 8519 2122

| Hearing Voices

Network

Tel: 0845 1228 641

email: info@hearing-voices.org

website: www.hearing-voices.org

| Voices Forum

Tel: (020) 8547 3937

| National Self-harm

Network

PO Box 16190

London NW1 3WW

e-mail: nshn@dividedwefall.fsnet.co.uk

Barnet Voice for Mental Health

Kaya House

See addendum at back of guide

The Community Network is a day service for adults with long term or serious mental health needs, living in Barnet. It is run by staff from the community occupational therapy service and Barnet Council and aims to provide a range of therapeutic and supportive groups across the borough, close to where people live. There is some individual counselling available.

You can ask to be referred to the Network by a mental health professional or your GP. You can visit the Network base to meet with the staff and ask for a referral form to take back to your health professional. Once a referral is received you will be invited for an assessment, where your needs are discussed and a programme of groups is agreed with staff. Once you join the Network, you will be given a keyworker.

SELF-HELP AND SUPPORT GROUPS

Many people find the support and friendship of others in the same situation helpful in easing the feelings of isolation, shame and social stigma that often come with mental health problems. Sharing experiences with each other can help in a way that professionals, however dedicated, are not able to.

● Barnet Voice for Mental Health

Avenue House

East End Road

London N3 3QE

Tel/Fax: (020) 8371 9678 (24-hour answerphone)

This group is run by people who themselves have used, or are using, mental health services.

Helping to plan services and train professionals means that we make it our business to find out what people think of the ones they are receiving. We do this in a variety of ways including regular visits to in-patient wards, finding out what people think of the Community Network, and monthly meetings where people can also find out about other sources of help. Having a mental health problem can sap one's sense of self worth. Our in-house training offers the opportunity to regain it.

We also run weekly support groups in Edgware and High Barnet. These can be especially useful to those who have just left hospital.

Local Self-help/Support for People with Specific Problems

| Depression Alliance (Barnet support group)

A national charity run by people who have suffered from depression. It provides information, support and understanding to depressed people and their carers. The Barnet support group meets between 8 and 9.30pm on the second Monday of the month. The head office is at 212 Spitfire Studios, 63-71 Collier Street, London, N1 9BE, Tel: 0845 123 2320.

● DABB

Disability Action in the Borough of Barnet
954 High Road,
London N12 9RX
Tel: (020) 8446 6935

A local charity providing help and support to disabled people living in the borough.

● National Schizophrenia Fellowship (NSF) (Rethink)

Trinity at Bowas Church

Bowas Road

Wood Green N22 4RA

Tel: (020) 8886 6065

National number is: 0845 456 0455

The NSF has two support groups in Barnet for people suffering from schizophrenia, their carers and relatives. They are held at Temple Fortune Health Centre, Temple Fortune Lane, London NW11 on the second Tuesday of the month (except July and August) at 8pm, and at 6th Floor, Premier House, 112 Station Road, Edgware, on the last Thursday of the month from 12 - 2.00pm.

● Alzheimer's Society - (Barnet Branch) (See page 43)

● Edgware Obsessive Compulsive Disorder Support Group

BIRU Unit,

Edgware Community Hospital, Burnt Oak Broadway
Edgware, Middlesex.

(Use Deansbrook Rd entrance to hospital)

Tel: (020) 8732 6540

2nd Tuesday each month 7.30 - 9pm.

National Organisations for Specific Problems

| The Manic

Depression

Fellowship or MDF

The Bipolar

Organisation

Tel: (020) 7793 2600

| Eating Disorders

Association

Tel: 01603 621414

| Fellowship of

Depressives

Anonymous

Tel: 0870 774 4320

| SAD (Seasonal

Affective Disorder

Association):

Tel: 01903 814942

| National Phobic's

Society

Tel: 0161 227 9898

| Obsessive Action

Tel: (020) 7226 4000

Other National Organisations

| **National Mind**
Tel: (020) 8519 2122
Info-line: 0845 766 0163 (often busy)
for information and support
website:
www.mind.org.uk

| **Saneline**
Tel: 08457 678000.
Open 12 - 2am every day of the year

| **NHS Direct**
Tel: 0845 4647

| **NHS Direct Online**
www.nhsdirect.nhs.uk
Confidential
healthcare advice & information

- **Southgate Obsessive Compulsive Disorder Support Group**

Priory Hospital, North London,
 The Bourne, Southgate,
 London N14
 Tel: (020) 8958 5332
 1st Sunday each month 7.00 - 9.00pm.
 including Bank Holiday Weekends

These support groups are for people who have, or think they may have, Obsessive Compulsive Disorder (OCD). They offer information, support and a chance to meet other people with similar problems - people are welcome to come along just once or to come regularly for ongoing support. You can ring for more information or just turn up on the evening.

- **Turning Point**

The Crossing
 82 High Road, East Finchley,
 London N2 9PN
 Tel: (020) 8815 1800

Turning Point is a national organisation providing support groups for those withdrawing from tranquilizers.

SUPPORT AND DAY CARE FOR PARTICULAR GROUPS

See also Chapter 8 for counselling organisations for specific groups of people, Chapter 9 for employment and training opportunities and Chapter 10 for residential care and housing projects.

- **331 Young People's Centre**

331 Ballards Lane,
 London N12 8LJ
 Tel: (020) 8492 7332

Free and confidential information, advice, support and counselling for young people.

Black, Religious or Cultural Groups

See also Chapter 8 for counselling help and page 41/2 for carers.

- **Jewish Association for the Mentally Ill (JAMI)**

JAMI House (Day Centre)
 131 Golders Green Road
 NW11 8HJ
 Tel: 0208 731 7319 Fax: 0208 209 0230
 www.jamiuk.org.

The association offers guidance, advice and support for sufferers and carers. The day centre is open five days each week and provides stimulating activities in a caring atmosphere. Contact the administrator at the Day Centre: 131 Golders Green Road London NW11 8HJ.

- **Sangam Centre**

210 Burnt Oak Broadway,
 Edgware, Middx HA8 0AP
 Tel: (020) 8952 7062

The Sangam Centre offers a range of services for Asian people including an advice service.

- **Black Mental Health Users Group**

Neighbourhood Centre
 42 Church Lane
 London N2 8DR

This is a group led by a social worker offering help and support to black mental health service users. It offers a chance to make contact with other people, and to discuss your concerns in a non-threatening environment. For details, contact the Mental Health Social Work Department on (020) 8952 2381, or just drop in between 11am and 2pm on Mondays.

- **Jewish Care**

Mental Health Services
 Michael Sobell Community Centre
 Limes Avenue
 London NW11 9DJ
 Tel: (020) 8922 2155/(020) 8922 2222

This Day Centre, run by Jewish Care, offers a day programme of groups and activities for people from the Jewish Community who experience difficulties with their mental health. The programme is devised and regularly reviewed in conjunction with users of the service and may include Art, Home Skills, Drama, Life Skills, Photography and Cultural groups. The Out of Hours service includes a drop in two evenings a week, a Sunday and a traditional Friday Night (Shabbat) Meal once a month. You can contact the Day Centre yourself or be referred by your GP, Social Worker or Community Psychiatric Nurse.

● **Barnet Asian Women's Association**

1 Friern Park, Finchley
London N12 9DE
Tel: (020) 8446 9897

This association can offer support for women suffering from depression or isolation. It runs a luncheon club and organises social activities, educational and religious activities; also arts and crafts, massage, meditation and mother tongue classes for children. There is a newly appointed mental health worker who can offer support & counselling. Contact the Association for details.

● **Barnet African Caribbean Association**

Barnet Multi-cultural Centre
Algernon Road, West Hendon
London NW4 3TA
Tel: (020) 8202 0095

Day care centre for older African Caribbean people, including a stroke group. It also offers social activities including swimming, sewing, arts and games and hot lunches. The services are not specifically for people with mental health problems. Open Tuesdays and Fridays 10am - 4pm.

● **Barnet Asian Old People's Association**

Barnet Multi-Cultural Centre,
Algernon Road,
London NW4 3TA.
Tel: (020) 8202 4414

Barnet Asian Old People's Association runs a day centre and advice service for older people from an Asian ethnicity. We offer Yoga classes, advice surgeries on health, pensions, monthly mental health surgery, hot lunches, day trips. You may refer yourself or be referred by a GP, social worker or a health worker.

● **Barnet Somali Community Group**

Barnet Multi-cultural Community Centre
Algernon Road
London NW4 3TA
Tel: (020) 8202 9311

BSCG runs an advice and information centre for asylum seekers from Somalia. They offer advice on housing, community care rights, legal rights etc. They run after school homework clubs for children and English classes for new immigrants.

● **The Shalom Centre**

Michael Sobell Community Centre,
Limes Avenue
Golders Green,
London NW11 9DJ
Tel: (020) 8922 2155

This day centre, run by Jewish Care, offers a range of therapeutic activities for people from the Jewish community who experience mental health problems. The programme includes creative writing, arts and crafts and men's and women's groups. There is also a members' support group, a drop-in two evenings a week and a Sunday club. You can contact the day centre yourself or be referred by your GP, social worker or community psychiatric nurse.

● **Refugee Health Access Project**

28 Church End
Hendon
London NW4 4JX
10am - 4pm

This project can help asylum seekers and refugees (living in Barnet or placed by Barnet Council outside of the Borough) with :-

- registering with a doctor
- finding and using health care facilities and services
- housing problems
- welfare benefits and getting support from social services
- education and schooling
- referrals to specialist or support agencies
- other problems affecting physical or mental health.

Also provides information, support and training to refugee community groups, health professionals and other people working with refugees and asylum seekers.

● **Skylark**

954 High Road, North Finchley, London N12 9RX
Tel: (020) 8343 8001 Fax:0208 446 3763
email:skylark@dabb.org.uk.

Counselling & psychotherapy for people affected by disability.

● **Africans and Descendants Counselling Service**

Drop-in centre, support and counselling, legal advice and advocacy. See Chapter 8, page 57, for details.

Carers

See also Chapter 3 for information on carers' rights, and Chapters 6 and 8 for crisis and counselling help for carers. See pages 43/4 for help for carers of people with dementia/Alzheimer's disease.

Caring can mean giving emotional, practical or physical support to a relative, a friend or neighbour. It can be difficult and painful, but it can also be very rewarding. Carers need all the help they can get, and information, support and acknowledgement can make a great difference. There are a number of carers' groups in Barnet. The Barnet Carers Centre (see below) will have up-to-date details.

● **Barnet Carers Centre**

3rd Floor
Global House
303 Ballards Lane,
North Finchley,
London N12 8NP
Tel: (020) 8343 9698
Fax:(020) 8445 1193
email:admin@barnetcarers.org
website:www.barnetcarers.org

All people who are carers can come to the carers centre for advice and information on benefits, illnesses and disabilities affecting the person cared for. Also available to carers is access to support groups, advocacy for carers, entitlement to respite care, additional emotional support and reassurance, counselling (see page 56).

There are monthly relaxation days with Reflexology (must be booked in advance), head and neck massage (must be booked in advance), manicure, hand massage, foot spa, and lunch.

The day costs £5.00 all inclusive. Please ring to book.

There are regular training and information days including:

- assertiveness skills
- managing stress
- safe handling and moving
- caring for someone with a mental health problem

There are Welfare Benefit Surgeries every Thursday 10.30-12.30 and on the 1st Monday of the month 6.00-8.30 pm at the Barnet Carers Centre. There is a multi-cultural carers surgery on the last Wednesday of the month 11-1 pm.

● **Barnet Asian Carers Group**

Trinity Church, Nether Street,
North Finchley, N12 7NN
Tel: (020) 8343 9698
2nd Monday of month 1pm-3pm
Run by Barnet Carers Centre

● **Ethnic Minority Carers Group**

Barnet Multi-Cultural Centre
Algernon Road, West Hendon
London NW4 3TA
Tel: (020) 8343 9698
Run by Barnet Carers Centre

● **Barnet Care Attendant Scheme**

Avenue House
East End Road
London N3 3QE
Tel: (020) 8346 0055/0003
Office hours are Mon-Fri, 9am-5pm

Barnet Care Attendant Scheme offers a service to carers and users by providing trained care attendants to look after the user at home. This enables the carer to have some free time with the knowledge that the person they care for is being looked after. This service can be accessed privately or through Social Services if the carer and cared for are assessed as needing respite care.

Older People

See above for carers and below for people with dementia or Alzheimer's disease. The CMHT for older people is the Silkstream Unit at Colindale Hospital (see Chapter 5, page 27).

● **Springwood Day Centre** (for west of borough)

Springwood Crescent
Edgware
Middx HA8 8FT

Leaside Day Centre (for east of borough)

58 Holden Road
London N12 7DY

These day centres are for older people with mental or physical frailty, including dementia. They provide services for people with age-related memory loss including carers' groups and an outreach service. They can offer personal care including bathing and hairdressing, chiropody, dentistry and sight and hearing checks. A range of meals for dietary and cultural preferences is available. Transport is available for those who need it. Open daily Mon-Fri 8am-6pm.

● **Age Concern Barnet**

The Meritage Centre
Church End
Hendon NW4 4JT
Tel: (020) 8203 5040

Ann Owens Centre
Oak Lane
East Finchley N2 8LT
Tel: (020) 8346 0542

There is also a Handyperson Scheme, an Ageing Well Project (health promotion, exercise classes and activities), an intergenerational project - TransAgeAction - placing older volunteers in schools to help children with learning, an

Information and Advice Project (which concentrates on welfare benefits), and Insurance sales.

All these projects can be accessed via the Meritage Centre number.

● **High Barnet Good Neighbour Scheme**

Church House
Wood Street
Barnet
Herts EN5 4BW
Tel: (020) 8441 5678

Support for anyone in the Chipping Barnet area in need of practical help, including those caring for somebody at home. Help with transport, shopping and collecting prescriptions. Opening hours are 10am-1pm Mon-Fri.

● **Friend in Need Community Centre**

East Barnet Baptist Church
Crescent Road
East Barnet
Herts EN4 8PS
Tel: (020) 8449 8225

Provides practical help and neighbourly support and friendship for elderly and vulnerable people. Also support for carers, including Saturday respite care. The day centre is open Mon-Thur. The office is open Mon-Sat 9am-5pm. There is a transport service.

People with Dementia or Alzheimer's Disease

See also 'Carers' and 'Older People' above.

● **The Alzheimer's Society** (Barnet Branch)

Colindale Hospital
Colindale Avenue
London NW9 5HG
Tel: (020) 8952 2381 extn3562 (offices)
(020) 8201 3828 (carer's line), (020) 8201 0842 (daycare)
website: www.alzheimers.org.uk/Barnet

The society offers support, help and information to people with all kinds of dementia, professionals and carers. There is a carer's support worker and two monthly carer's groups - are on the first Tuesday of each month at The Community Network base (see page 34) and the other on the third Wednesday of each month at 1.30pm at the United Reformed Church, Eversfield Gardens, NW7. All carers of people with dementia are welcome. There is a specialist day care service at the Marillac Centre in Mill Hill for people with dementia who do not fit into other services, including younger people and those in the early stages of dementia. The Sunday Club is for people with dementia and their carers or families.

- **Sam Beckman Day Care Centre**

29 Babbington Road
London NW4 4LD
Tel: (020) 8203 0521
Fax: (020) 8203 6788

This is a day centre for Jewish people with Alzheimer's disease, dementia and other memory problems. It provides personal care, emotional support, stimulating activities and a carers' group. People may attend from anywhere in the borough, but their transport service only covers certain areas. Contact the service directly or via a referral from social services or Jewish Care. Opening times are Mon-Thur 9.45am-3.00pm, Fri 9.30am-1.00pm and for clients Mon-Fri staff available 8.00am-5.00pm.

- **Wolfson House Special Day Care Centre**

311-315 Green Lanes
London N4 2ES
Tel: (020) 8800 0278
Fax (020) 8442 8169

This is a day care centre for elderly Jewish people with mental health frailties including Alzheimer's disease. It provides activities such as reminiscence sessions and quizzes, personal care including bathing, chiropody, laundry, hairdressing and Kosher meals. It has visiting dentists and opticians and is fully accessible for disabled people. Hours are Mon- Thur 8.30am-4.30pm, and Fri 8.30am-1.30pm.

Drug and Alcohol Problems

see also 'children, young people and parents', page 48

- **Barnet Community Drug & Alcohol Service**

The Crossing
82 High Road
East Finchley
London N2 9PN
Tel: (020) 8815 1800

This free community service (run by Turning Point) offers advice, support, information and a place to talk for people with drug or alcohol dependency. The minor tranquilliser support group meets on Thursday from 6 -7.30pm and is run by a

qualified addiction counsellor. Contact the group leader, who will arrange an assessment interview to discuss your needs. The group is also open to people who have withdrawn from tablets but are still recovering.

- **Barnet Drug and Alcohol Service**

Woodlands
Colindale Hospital
Colindale Avenue
London NW9 5HG
Tel: (020) 8200 9525/9575

This service is run by The Mental Health Trust and offers support for people living in Barnet with problems resulting from the use of alcohol, or illegal drugs.

The service provides advice, information, support and a full assessment of needs. They can help with detoxification, relapse prevention and work with GPs. They provide health information and alternative therapies such as acupuncture and herbal remedies / infusions.

Telephone for an appointment yourself, or ask a health professional to refer you.

Opening hours: Monday 10 - 8pm
Tuesday 1.30 - 5.30pm
Wednesday - Friday 10 - 5.30pm

Women

See also 'Abuse/Violence' (below) and Chapter 8 for counselling organisations

- **Women's Therapy Group**

run by AGP Therapy Services (see chapter 8, page 55)
101 Longmore Avenue,
New Barnet,
Herts. EN5 1SZ
(020) 8441 6905

A women's therapy group, offering a confidential space for women to express and explore any issues that are affecting them such as relationships, eating distress, obsessions, low self-esteem, depression, phobias, jealousy, anxiety, addictions, loneliness and lack of confidence. The group is held on Saturday mornings from 11.00am-12.30pm. Telephone for more information or to arrange an assessment.

- **Women's Aid**

PO Box 391
Bristol BS2 8LL

Tel: Helpline: 0808 200 0247

Help for women suffering domestic violence. There is a Women's Aid refuge in Barnet.

- **Miscarriage Association**

Tel: 01924 200799

Can provide written information and put you in touch with a local support group.

National Organisations for women

- **Bristol Crisis Service for Women**

Tel: 0117 925 1119

National helpline for women in distress, particularly those who use self-injury as a way of coping with their problems. The service is open Fri-Sat 9pm-12.30am. Leaflets and booklets are available on self-injury, - send SAE for information.

- **Association for Post-Natal Illness**

Tel: (020) 7386 0868

- **National Association for Pre-menstrual Syndrome**

Tel: 0870 777 2178

Website: www.pms.org.uk

Abuse/Violence

- **Victim Support Barnet**

Avenue House
East End Road
London N3 3QE

Tel: (020) 8343 4435 (answerphone out of hours)

Victim support provides free emotional support and practical help for victims of crime. It has a team of fully trained volunteers who can visit victims in their own home by appointment. The office is open Mon-Fri 10am-3pm.

- **Hertsmere Domestic Violence Forum**

Henry Featherstone Room (Ground Floor)
Wyllotts Centre
Darkes Lane
Potters Bar, Herts EN6
Open Tue 10am-12.30pm

- **The Family Centre**

Elstree Way (next to library)
Borehamwood.
Open Thur 10-12.30pm

Drop-in centres for victims of domestic violence. Information, support, and a chance to talk over the situation in a safe and friendly atmosphere.

- **Help for Abusive and Violent Men**

Tel: (020) 7267 8713

- **Police Community Safety Unit
(Domestic Violence/Vulnerable Persons Unit)**

Tel: (020) 8733 4465

Based at Colindale Police Station, this unit deals with incidents of domestic violence and racial and homophobic incidents.

- **Women's Aid**

See page 47

Children, Young People and Parents

- **Child and Adolescent Mental Health Service (CAMHS)**

3rd floor
 Finchley Memorial Hospital
 Granville Road
 North Finchley
 London N12 OJE
 Tel: (020) 8349 3121

Run by The Mental Health Trust CAMHS offers a service to children, young people and families on matters related to their emotional and mental health. The service is based at Finchley Memorial Hospital (above) and Edgware Community Hospital, Burnt Oak Broadway, Edgware, Middx HA8 0AD, Tel: (020) 8905 6679/6693.

- **The Educational Psychology Service**

East Road	Vale Drive Clinic
Burnt Oak	Vale Drive
Edgware	Barnet
Middx HA8 OBT	Herts EN5 2ED
Tel: (020) 8359 3733	Tel: (020) 8440 8451

Barnet Council's Educational Psychology Service offers advice and assessment for children and young people from birth to 19 years who may have sensory, learning, emotional or behavioural difficulties. Parents or carers can contact either of the two centres direct.

- **Northgate Clinic**

Edgware Community Hospital
 Burnt Oak Broadway
 Edgware
 Middx HA8 0AD
 Tel: (020) 8732 6400

This is a residential clinic funded by the NHS and run by The Mental Health Trust for young people with mental health problems. It offers help and advice to young people, their families, carers and professionals. There are two clinics: one for 12 -16 year olds (Junior Clinic) and another for 16 -21 year olds (Senior Clinic). The length of stay varies from one month to nine

months. All admissions to the clinic are voluntary. Referrals are accepted from professionals concerned with young people.

- **Barnet Impact, Young Peoples Drug & Alcohol service**

1st Floor
 35 High Street
 Barnet EN5 5UW
 Tel: (020) 8440 4889

e-mail: info@barnetimpact.org.uk

Barnet Impact is a harm reduction project targeting vulnerable young people (under 18's). This includes children in care or leaving care, excluded pupils, young offenders, those in touch with mental health services, homeless children and children of drug misusing parents. The project aims to help these young people realise their potential by promoting their resilience and reducing their vulnerability to problematic drug use. You can refer yourself or be referred by a professional.

- **Compassionate Friends**

Local telephone numbers: (020) 8368 6019 or
 (020) 8449 2152. National helpline: 0117 953 9639.

An organisation offering support and friendship for bereaved parents and their families by those similarly bereaved. Local support group meetings are held at St Mary's Church Hall, 30 Hendon Lane, London N3.

- **Special Educational Needs Support Service**

Barnet Council's Special Educational Needs Support Service (SENSS) provides a range of support at different locations in the borough for school children with emotional and behavioural problems, including those who have been excluded. The Primary School Team are contactable on (020) 8952 0900 and the Secondary School Team are on (020) 8446 4085.

- **Young Minds**

102-108 Clerkenwell Road
 London EC1M 5SA
 Tel: Admin (020) 7336 8445
 Parents Information Service: 0800 018 2138 (Mon & Fri
 10.00am - 1.00pm Weds & Thurs 1.00 - 4.00pm)

YoungMinds is the national charity committed to improving the health of all children. Services include the Parents Information Section, free, confidential telephone helpline offering information and advice for adults with concerns about the mental health of a child or young person. YoungMinds also offers consultancy, seminars and training, leaflets, booklets for young people and publishes a YoungMinds Magazine.

● **Childline**

Tel: 0800 1111 (free) or (020) 7650 3200

Helpline for children or young people.

● **Young Carers and Siblings Group**

There is a project for young people, run by the Barnet Carers Centre, which holds activities and provides support across the Borough.

Fun Club (East of the Borough)

1st and 3rd Thursdays of the month 5.30pm - 7.30pm

Angels Club (West of the Borough)

2nd and 4th Fridays of the months 5.30pm - 7.30pm

The group is for young carers (under 18 years) and enables them to have respite as well as time to address their own needs. There are also monthly outings. The purpose is to break the isolation and meet the needs of young carers.

Siblings Group Covering the whole of the Borough

Over 9s on 2nd Sunday of the month 2.30pm-4.30pm

Under 9s on 3rd Sunday of the month 2.30pm-4.30pm

The Old Barn, Taring Road, East Finchley

● **Barnet Young Carers and Siblings (BYCAS)**

Tel: (020) 8343 9698

Website: www.barnetcarers.org



CHAPTER EIGHT

**TALKING TREATMENTS
ARTS THERAPIES
AND ALTERNATIVE
THERAPIES**

You may want to explore ways of dealing with mental distress without drugs. Talking treatments can be used alongside other treatment, such as medication, and are often helpful for people with anxiety and depression. Some counsellors and psychotherapists are happy to work with people diagnosed as having severe mental health problems or those on medication, while others prefer to work with you after you have come off medication. Some might be able to help you do this.

Talking treatments are for people who want to explore and understand themselves better and are feeling strong enough to do so. Users of mental health services often prefer talking treatments to drugs, but it can be hard to find them, especially if you cannot afford to pay. There is some low-cost and free counselling in Barnet (see below). Mind in Barnet, for example, offers low-cost individual or group counselling.

Counselling

Counselling focuses on your current concerns, and is often centred on a specific problem such as a bereavement. You are encouraged to talk about the feelings you have about yourself and your situation, and the counsellor helps you find ways to tackle them.

Counselling can be short-term, lasting weeks rather than months or years. It can be one-to-one, couples' counselling, or where the whole family is involved. Many GPs now employ counsellors in their practices. You may also be offered counselling by a CPN, a social worker or an occupational therapist (see Chapter 2, page 8). If your GP does not offer you counselling but you feel you would benefit

There is not enough space here to describe the wide variety of talking treatments and the large number of organisations offering them. National Mind produces leaflets and factsheets on talking treatments. See page 37 for contact details

from it, ask them if it is available on the NHS in your area and if he or she could refer you.

Mental health workers may use counselling skills as part of their work, though they may not have full counselling training.

Psychotherapy

Psychotherapists listen to people's experiences, and look for connections between their present feelings and things that have happened in the past. Some psychotherapy is similar to counselling, and vice versa, but generally psychotherapy lasts for years rather than months, and may require more than one session a week.

Psychotherapists have different styles of working. Some may seem detached and analytical, while others seem more friendly and supportive. Some therapists will take the lead and ask lots of questions, while others will leave it more up to you. Sessions are mostly one-to-one, although some therapists work with groups of people or families.

It is worth asking your GP if you can be referred for psychotherapy or counselling on the NHS. NHS psychotherapy in Barnet is a limited service with a long waiting list.

Safeguards

Counsellors and psychotherapists do not have to meet any national training standards before they advertise their services. To safeguard yourself, go through a reputable voluntary organisation or are counsellors who have been accredited by a prescribed body and the British Association for Counselling and Psychotherapy, whose members subscribe to a code of ethics and have minimum training standards for membership (page 58). To meet these standards all counsellors or psychotherapists should have regular supervision, during which they meet an experienced colleague to discuss their work.

If you are offered free or low-cost counselling or therapy, you may not have a choice in whom you see but you can still ask about your counsellor's training, experience and approach. A good counsellor or therapist should be happy to explain to you how he or she works.

The most important factors for successful counselling or psychotherapy are the skill of the therapist, whether you feel comfortable with them and how well motivated you are.

Local sources of Counselling or Psychotherapy

See also Chapter 7 for support for specific groups of people

- **Mind in Barnet**
2 Schoolway
London N12 0RY
and
Dove House
1 Dove Close
Bunns Lane
London NW7 2AQ

Tel: (020) 8343 5700 for both centres

Mind is an organisational member of the British Association for Counselling and Psychotherapy (BACP) and as such abides by its code of ethics and practice. The following counselling services are available to people resident in the London Borough of Barnet.

Short term counselling

Mind in Barnet provides the only short term counselling service in the London Borough of Barnet. Initially it offers one-off sessions and is open to anyone between the ages of 18-65 living in the borough. Sessions last for up to 50 minutes and take place at either of Mind's centres (see above). First appointments cannot be booked in advance for this service. To get a first appointment you will need to visit the office in person to complete a form. You will then be contacted when an appointment becomes available. You will be asked to give a contribution towards the cost of each session. Please telephone the above number for opening times and days.

Long-term counselling

A long-term, individual counselling service available Mon-Fri (daytime and evening) by appointment only. An initial assessment interview is arranged to discuss how counselling may help you. Counselling can continue for up to two years. Suggested contributions are in the region of £5 if you are unwaged & up to £35.00 dependent on personal circumstances, but all contributions are negotiable. Counselling is available Mon-Wed 10am-9pm and Thurs & Fri 10am-2pm.

Finding somebody who suits you is very important. Trust your instinct in this - if you feel a counsellor is not helping, tell them how you feel. If things don't improve just stop seeing him or her. Do not blame yourself if therapy or counselling does not work out.

(above). Occasionally 9am slots are available. Phone the above number to make an assessment appointment.

| **Jewish Bereavement Counselling Service**
PO Box 6748
London N3 3BX

This project offers individual counselling and support to people who have been bereaved. Counsellors are trained volunteers and are professionally supervised. Where possible counsellors visit bereaved clients in their own homes. The service covers north, north-west and central London.

● **Enfield Counselling Service**
St Pauls Centre
102a Church Street
Enfield
Middx EN2 6AR
Tel: (020) 8367 2333 (answerphone)

The service offers individual counselling, couples' counselling and group therapy. There is also a training programme for people who want to become counsellors. Contributions are according to income, with a minimum fee of £10. The service is affiliated to the Westminster Pastoral Foundation and follows its code of practice. Messages on the answerphone will be responded to promptly. Initial assessment costs a minimum of £12.

● **AGP Therapy Services**
12 Evelyn Road
Cockfosters
Herts EN4 9JT
Tel: (020) 8441 6905
e-mail: agptherapy@hotmail.com

This organisation offers individual and group work, both short and long-term for addictions, relationship problems, obsessions, phobias and bereavement. Fees are negotiable. Registered with the UKCP (see page 58).

● **Disability Action in the Borough of Barnet (DABB)**
(see page 81 for address)

Skylark - counselling or psychotherapy for people affected by disability a project by DABB. (see page 41)

● **Boarding School Survivors**
6 Chester Court
Lissenden Gardens
London NW5 1LY
Website: www.boardingschoolsurvivors.co.uk
E-mail: info@boardingschoolsurvivors.co.uk

Counselling and workshops for people who have emotionally suffered as a result of being sent to boarding school as children. It runs weekends at 6 Chester Court, Lissenden Gdns, NW5 1LY.

| **Barnet Community Counselling**

To make an appointment, call (020) 8346 0941 (self referral)

A group of trained counsellors which sees people of all ages living or working in Barnet and surrounding areas. Barnet Community Counselling can help you deal with your feelings in relation to all sorts of problems, from family breakdown to unemployment and low self-esteem. Counselling is free to those not able to pay. You can telephone the above number at any time. If you leave a message they will contact you.

| **Counselling for Carers**

The Barnet Carers Centre offer a series of 6 one-hour counselling sessions by trained counsellors. The charge is £5 per person (free for carers on income support) This service is available Monday-Saturday. See pages 40/41 for contact details and for other support groups run by Barnet Carers Centre:

● **Barnet Bereavement Project**
177 Leicester Road
New Barnet
Herts EN5 5EB
Tel: (020) 8441 3572

Personal counselling following bereavement, it can be either at your home or at the office. No referral necessary. Available to all.

Monday-Thursday 10.00am-4.00pm. Answerphone at other times.

Relate North London

Newly House
309 Chase Road
Southgate
Tel: (020) 8447 8101

Counselling for couples or individuals. Relate also run counselling groups, psychosexual therapy, and a family mediation service.

Africans and Descendants Counselling Service (ADCS)

East Finchley Neighbourhood Centre
42 Church Lane (1st floor, Room 3)
London N2 8DR
Tel: (020) 8883 2691 (24 hours)

ADCS is a counselling and training service that works with black and minority ethnic communities, refugees, asylum seekers, and others who wish to use the service.

Our services take into consideration the multi-cultural, ethnic and racial mix in the community, belief systems, religious practices, spirituality and their influences on the individuals holistic health, mental, physical, emotional and spiritual well-being.

The service is open to all nationalities and age groups although focus is on black and minority ethnic communities, asylum seeker, refugees and other people with emotional, physical and psychological problems and others.

We provide: Advice and information on varied issues and subjects

- Bereavement, culture and coping
- Counselling
- Children and family support
- Mediation and support
- Mental health and illness
- Emotional, psychological, spiritual well-being
- Home care, counselling and visits
- Hospital and prison visits
- The ageing process and retirement, home alone
- Trans-cultural communication and counselling skills
- Trans-cultural relationship and counselling
- Workshops run on varied important issues.

Lesbian and Gay Bereavement Project Tel Helpline: 0208 690 6195

- Bereavement support and information for lesbians and gay men, or anyone who is bereaved or preparing to be bereaved by the death of a lesbian or gay person. Also support for parents, siblings and other family members, friends, neighbours and colleagues. The helpline is run by trained lesbian and gay volunteers. Face-to-face counselling is available in Islington. Contact the administration office on (020) 8200 0511 Mon-Thur to make an appointment. The group runs workshops and talks for all people working with death, dying or bereavement. A free 'willpack' is available if an SAE is sent.

National Counselling and Therapy Organisations

The British Association for Counselling and Psychotherapy (BACP)

- 15 St John's Business Park
Lutterworth, Leics LE17 4HB
Tel: 0870 443 5252 Fax: 0870 443 5161

www.counselling.co.uk

Details of trained counsellors and psychotherapists throughout the UK. Also publishes a leaflet, *Choosing a Counsellor*

British Confederation of Psychotherapists (BCP)

- Tel: (020) 8830 5173

List of trained psychotherapists.

United Kingdom Council for Psychotherapy (UKCP)

- 2 Wakley Street, London EC1V 7LT
Tel: (020) 7014 9955

Information on trained psychotherapists.

CRUSE Bereavement Care

- Helpline: 08701 671 677

Nafsiyat Intercultural Therapy Centre

- 262 Holloway Road, London N7 6NE
Tel: (020) 7686 8666

- **Project for Advice, Counselling and Education (PACE)**

Tel: (020) 7700 1323

Counselling for lesbians and gay men.

- **Prevention of Professional Abuse Network (POPAN)**

Tel: (020) 7622 6334

Support and advocacy for people who have experienced abuse by a therapist.

ARTS THERAPIES

(Dramatherapy, dance movement therapy, art therapy, music therapy)

Arts Therapies are forms of psychotherapy that make use of artistic media as a vehicle for non-verbal and/or symbolic communication. Arts therapists encourage people to express and deal with feelings and emotions through the arts, i.e. music, visual arts, drama and movement/dance. A 'holding' environment is valued and encouraged by establishing a client-therapist relationship in order to achieve personal and/or social therapeutic aims appropriate for the individual.

People can join individual and/or group therapy for different reasons, some of which may include the need to express emotions, build self-esteem and self-confidence, release stress and anxiety and clarify life choices and options available. The aims and objectives of groups are negotiated with the group members.

Safeguards

1. Registration with arts therapies professional associations.

It is important to check that the therapist is a registered member of arts therapies professional associations. It is the role of the professional organisation to ensure that the therapists are qualified at a postgraduate level in validated University based training courses (minimum qualifications a Diploma and/or Masters), are under regular clinical supervision and take part in continuing professional development. Each arts therapy is regulated by their professional body and governed by their Code of Ethics. There are four arts therapies professional associations:

Dramatherapists: British Association of Dramatherapists (BADth)

Music Therapists: Association of Professional Music Therapists (APMT)

Dance/Movement Therapists: Association for Dance Movement Therapy UK (ADMT UK)

Art Therapists: British Association for Art Therapy (BAAT)

2. State Registration with the Health Professions Council.

Arts therapists working in the public sector including the NHS, social services, education and HM prison services should be registered with the Health Professions Council (HPC). The HPC has been set up to safeguard the health and well-being of people using the services which it regulates to ensure that the public has access to and are treated by health professionals who are qualified and competent (HPC, 2002).

For further information please contact:

Health Professions Council (HPC)

Park House, 184 Kennington Park Road, London SE11 4BU

Tel: 020 7582 0866 Fax: 020 7820 9684

Website: www.hpc-uk.org

Association for Dance Therapy UK

c/o Quaker Meeting House
Wedmore Vale, Bristol, BS3 5HX

Website: www.admt.org.uk

British Association of Dramatherapists

1 Broomhouse Lane, London SW6 3DP

Website: www.badth.co.uk

British Association for Art Therapy

24-27 White Lion Street, London N1 9PD

Tel: 020 7686 4216 Website: www.baat.org

Association for Professional Music Therapists

61 Church Hill Road, East Barnet, Herts EN4 8SY

Tel: 020 8440 4153 Website: www.apmt.org

MIND IN BARNET

Mind in Barnet provides Dance Movement Therapy at School Way Day Centre, and Dramatherapy and Art Therapy at Dove House. All the arts therapists working in Mind in Barnet are qualified and registered with their professional organisation. You may contact the arts therapists directly to discuss joining the groups and to arrange an informal interview.

Attendance is free of charge although there will be an entrance fee of £1 to the day centres.

● **Dance Movement Therapy**

Dance Movement Therapy is the psychotherapeutic use of movement and dance through which a person can engage creatively in a process to further their emotional, cognitive, physical and social integration. Dance movement therapists work individually and with groups in a number of settings. Creative movement is the basis of the work, while other arts media are also included (e.g. music, drawing, role playing) as non-verbal ways of working through personal issues. Relaxation techniques are also frequently used. Joining a dance movement therapy group is a great way of getting support and managing stresses, demands and challenges of everyday life. The group is a non-judgemental place where you can air issues of personal concern and move in your own capacity. **Group members do not need any previous dance experience.**

● **Dramatherapy**

Dramatherapy is the intentional use of drama as a means of personal growth, healing treatment or rehabilitation. Dramatherapists work in hospitals, schools, day centres and prisons with individuals and groups. Dramatherapy may include work with stories and music, games, improvisation of social situations, work with props/objects or art materials, dramatisation of themes from plays or myths, guided fantasy, expressive body or voice work and verbal sharing. In a dramatherapy group the focus is on giving people a safe space to express their feelings and have their issues acknowledged and shared. **Acting ability is not important.** Dramatherapy can help people build relationships and self-esteem, and come to terms with difficulties and changes.

● **Art Therapy**

Art therapists support people to express and explore feelings and experiences which may cause conflict for them. Art materials such as painting, drawing and model making are used as means of self-expression and communication. Art therapy can help people with emotional difficulties, which might be impairing their quality of life. These difficulties might arise from mental health needs, life changes, communication difficulties or a combination of these and others.

To find out more about arts therapies in Mind in Barnet please phone 020 8343 5700 (Mind Administration) or email admin@mindinbarnet.org.uk

ALTERNATIVE THERAPIES

Complementary therapies can be helpful for people with pain, sleep problems, anxiety, stress or depression. If you have a severe mental health problem, these therapies can reduce your anxiety and help you feel better about yourself. People with dementia may find these therapies calming and reassuring.

Alternative practitioners will usually spend at least 45 minutes per session with you, to build up a complete picture of your symptoms in the context of your life. This time and attention can be therapeutic in itself and feels very different to a short appointment with a busy GP. Fees can range from £10 to £35 per session, and although some practitioners will negotiate according to your income, the cost means these therapies are outside the reach of many people with mental health problems.

Some alternative treatments are available on the NHS for people with mental health problems, usually as part of another service. For example, acupuncture and hypnotherapy are available at Barnet Drug and Alcohol Service and Barnet residents can be referred to the Royal London Homoeopathic Hospital as outpatients. Some GPs provide complementary therapies in their surgeries; others may have extra training in a specific therapy themselves. Speak to the practice manager about what is available.

There is some disagreement within the medical profession about the value of complementary therapies, but more and more people are choosing to visit these practitioners every year. Most people use them not as an 'alternative' but alongside, or 'complementary' to, conventional medicine, continuing to visit their doctor as well. It is important to tell your doctor about your alternative treatment in case of any drug interactions or unexplained symptoms.

Alternative or complementary therapies aim to heal the whole person - mind, body and spirit. Many people find this approach helpful for emotional problems because the emphasis is on you as an individual.

More Information on Alternative Therapies can be found in the *Guide to Complementary Medicine and Therapies* by Anne Woodham, 1994, published by HEA (Health Education Authority). National Mind publishes leaflets and factsheets on complementary therapies; call (020) 8221 9666 for Mind mail order.

Local Alternative Health Centres (not NHS)

Wood Street Clinic:
133 Wood Street
Barnet
Herts EN5 4BX
Tel: (020) 8449 7656

Acupuncture, chiropractic, massage, osteopathy, hypnotherapy, chiropody, homeopathy, allergy testing.

First appointment can be a discussion to decide jointly what is the best treatment for your condition. Fees vary, depending on therapy

Edgware Clinic for Natural Health:
128 High Street
Edgware
Middx HA8 7EL

Therapies include herbal medicine, homeopathy, counselling, reflexology, acupuncture, aromatherapy, Alexander technique, hypnotherapy, reiki and osteopathy. Fees vary depending on therapy. Open Mon-Sat.

Choosing the Therapy and Therapist

Selecting a therapy from the wide range available can be daunting. Reading about what is available can help, as can advice or recommendations from friends. Use your instinct in choosing a therapy you are attracted to. There are two centres in Barnet offering a range of therapies who can advise you on which approach may be most helpful for you (see page 61).

It is still possible for individuals to set up and practice without any qualifications or training, and letters after a name can mean very little. Always choose a qualified practitioner who is a member of a reliable professional body (see below). Check how much treatment will cost before it starts and ask how many sessions you may need, whether the practitioner is experienced in treating your condition and how long he or she has been practising.

Acupuncture

The Chinese have been using acupuncture for 5,000 years. An acupuncturist will insert fine needles into the body at specific points to restore the balance of energy, thought to be vital for good physical and mental health. Acupuncture is used for pain relief and a wide range of emotional and physical problems including anxiety and depression. It is now also being used to treat drug and alcohol addiction.

Contact the British Acupuncture Council, 63 Jeddo Road, London W12 9HQ. Tel: (020) 8735 0400.

Aromatherapy

Aromatherapy uses essential oils extracted from plants and trees. The oils affect your mood and can also be used to treat physical ailments. Aromatherapists will select particular oils according to your physical and emotional state and use them in massage. Essential oils can be diluted with vegetable oil or plain moisturising cream and massaged into your skin, diluted with hot water and inhaled, added to bathwater, or used as a compress or in a special burner.

Caution: Although essential oils are natural, they are also very strong and can be poisonous. Never put them directly on to the

skin or take them internally. Pregnant women and people with high blood pressure or epilepsy should seek advice from a qualified aromatherapist before using them.

Contact the Aromatherapy Organisations Council, PO Box 19834, London SE25 6WF, Tel: (020) 8251 7912.

Herbalism

Herbalists use remedies derived from whole plants and aim to treat the cause of a problem, not just the symptoms. They will make up remedies specifically for you. Shop-bought herbal remedies are only advisable for mild problems.

Caution: Not all herbs are safe and some have side effects. See a herbalist, especially if you are taking other drugs or medicines or if you are pregnant.

Contact the National Institute of Medical Herbalists, 56 Longbrook Street, Exeter, Devon EX4 6AH, Tel: 01392 426022.

Homeopathy

Homeopathy is based on the principle of 'like cures like'. In other words, an illness can be cured by a substance or drug which causes the same symptoms.

Most homeopathic remedies are derived from herbs or minerals which might be poisonous at normal strength but are diluted with water to the point that they are virtually invisible and are therefore completely safe. You can buy homeopathic remedies over the counter, but since they are not individually tailored for you they may be less reliable.

There are five NHS homeopathic hospitals in the UK, including the Royal Homeopathic Hospital in London. Barnet GPs can refer patients to this hospital for NHS outpatient treatment. There are several thousand medical doctors qualified in homeopathy, so check your practice leaflet or talk to the practice manager. Homeopathic medicines are available on prescription within the NHS.

Contact the Society of Homeopaths, 4a Artizan Road, Northampton NN1 4HU, tel: 01604 621400.

For details of complementary therapy organisations and practitioners, contact either of the following umbrella bodies:

British Complementary Medicine Association:
Kensington House
33 Imperial Square
Cheltenham
GL50 1QZ
Tel: 0845 345 5977
Fax: 0845 345 5978
E-mail:
info@bcma.co.uk
website:
www.bcma.co.uk

Institute for Complementary Medicine:
PO Box 194 London
SE16 1QZ
Tel: (020) 7237 5165
www.i-c-m.org.uk

www.homeopathy-soh.org

Massage

Massage helps muscles to relax, relieves stress and tension, and helps release physical and emotional blocks. People who have massage over a period of time report changes in their attitudes towards themselves and their bodies. An aromatherapy massage is when essential oils are used. Massage is available in some GPs' surgeries and is used in some hospitals. It can also be useful as self-help between family and friends.

Meditation

This involves adopting a comfortable posture, regulating your breathing and focusing on an object, for example an idea or image, your breathing or a repeated word or phrase (mantra). The aim is to focus completely on one thing and empty your mind of other thoughts and worries. Meditation has significant effects on the mind and the body: it slows down your heart rate, reduces your blood pressure and calms your breathing.

Hypnotherapy

Hypnosis can be a useful way of aiding relaxation, especially if you are taught how to put yourself into deeply relaxed state. It is used for tension, addictions, anxiety and insomnia.

CHAPTER NINE

EMPLOYMENT AND TRAINING

Unemployment is often an additional problem faced by people who have had mental health problems. Yet having a job can be very important in helping people cope in the community, especially after a period in hospital. Your options may range from trying the mainstream job market to voluntary work or sheltered or supported work or rehabilitation. Getting back into paid work can be difficult and your choices limited, but there is help and advice available in Barnet.

Caution: If you are thinking of going back to work or taking up some part-time work, make sure you get advice on the effect this will have on your benefits before you start. (See Chapter 11 for advice agencies.) You can do up to 16 hours per week paid work while on Income Support (due to sickness), Incapacity Benefit or Severe Disablement Allowance, but only if you get permission from the DSS under 'therapeutic earnings'. If you are on Income Support, everything you earn over either the first £5 or £15 (depending on your circumstances) will be deducted in full. Housing Benefit and Council Tax Benefit are both income-related and could also be affected.

You can do unlimited voluntary work without it affecting your benefit (as long as you only receive expenses), although this may be seen by the Benefits Agency as evidence of capacity to work.

Disability Employment Advisers (DEAs)

There are at least three DEAs for the borough who are based at the Edgware, Finchley and Hendon Jobcentre Plus offices. Their job is to help people with disabilities or health problems (including mental health problems) to find work or training. They should know about sheltered work or training schemes, advise on ordinary job opportunities and help with CVs and interview skills.



Helpline for employment and disability enquiries:
 This is a freephone helpline for people with disabilities or health problems to enquire about employment or training opportunities. Tel: 0800 3284933.
 Open 9-5pm Mon-Fri. It covers London and the south-east and is staffed by disability employment advisers.

Jobcentres in Barnet

If you want to claim Job Seeker's Allowance (if you are available and fit for work), you need to sign on at your Jobcentre. Jobcentres display a range of local job vacancies. There are five Jobcentres covering the borough (see page 68), which one you go to depends on your postcode.

'Programme Centres' have replaced job clubs. As well as providing free use of telephones, stationery, stamps and photocopying, they will help you with interview skills and support you in job hunting.

TRAINING OPPORTUNITIES AND ADVICE IN BARNET

● Review: Prospects Careers Services

1st floor, North Finchley Library Ravensdale Avenue
 London N12 9HP
 Tel: (020) 8446 5554/07720 509 340 (appointments)

A service at different locations in the borough, for people living or working in Barnet who want information or advice about career planning, education or training. You can drop in and use the printed or computer-based information to find out about a wide range of learning opportunities. You can make an appointment for personal guidance and help with job search activities and applying for courses.

● Open for Learning Service (See Learn Direct)

Burnt Oak Library
 Watling Avenue
 Edgware
 Middx HA8 0UB
 Tel: (020) 8959 3112
 and
 Church End Library
 24 Hendon Lane
 London N3 1TR
 Tel: (020) 8346 5711

This service provides multi-media study packs and access to computers so you can gain new skills for employment or setting up in business. You decide what you wish to study - typing skills, word processing, spread sheets and graphics, for example - at a level and pace to suit your own needs. The six-monthly subscription is £15, or £10 for registered unemployed, disabled or students in full-time education. The service is available to Barnet residents who are 18 years or over and are members of Barnet Libraries. Pick up a leaflet at the library or phone.

● New Deal

A government scheme, created in 1998 to help long-term unemployed people find work. It offers individually tailored practical help and support to improve a person's job prospects. It may involve going on courses, trial periods with an employer while remaining on benefit, or a grant to start your own business. Various 'New Deals' exist to help different groups into training or work. New Deal for people with health problems and disabilities is being piloted in some areas. It is for people on incapacity benefits who want work and/or training.

● North London Learning and Skills Council

Dumayne House
 1 Fox Lane, Palmers Green
 London N13 4AB
 Tel: 0845 0194158

A funding body giving advice and help to further education establishments.

EMPLOYMENT PROJECTS IN BARNET

● Moxon Street Enterprises

52 Moxon Street
 Barnet
 Herts EN5 5TS
 Tel: (020) 8364 8466

Situated on a small industrial estate in the centre of Barnet, Moxon Street Enterprises provides work experience and training for over 100 people recovering from mental health problems. You can do a meaningful job, learn and develop new

JobCentre Plus Offices in Barnet

Hendon :
10 Finchley Lane
Hendon, London
NW4 1DP
Postal districts NW4,
NW9, NW11
Tel: (020) 8732 6000

Finchley:
40 Ballards Lane,
Finchley, London N3 2BL
Postal districts N2, N3,
N12.
Tel: (020) 8258 3344

Barnet:
Raydean House
15-19 Western Parade
Great North Road Barnet
Herts EN4 1AQ
Postal districts EN4, EN5,
EN4, N20, N14, parts of
N11 and N12.
Tel: (020) 8732 6000

Edgware:
Middlesex House
29-45 High Street
Edgware, Middx
HA8 7DX
Postal districts HA8,
NW7
Tel: (020) 8732 6000

skills, or gain assistance in finding work with an employer. Training up to NVQ standard is available. The work ranges from computer administration and office skills, catering, light packing, assembly work to furniture refurbishment. In partnership with Barnet College, we offer the opportunity for training to achieve a qualification in furniture decoration, retailing/customer care and carpentry and joinery. A small attendance allowance is made which does not affect D.S.S. Benefits. You can either contact Moxon Street direct or be referred by your Health Professional or Key Worker.

● **Richmond Fellowship (Formerly Employment and Training Barnet)**

52 Moxon Street
Barnet, Herts
EN5 5TS Tel: (020) 8364 8466

RFET offers monitored work placements with local employers, a job preparation course, job club, advice, guidance and support for getting a job or starting training.

Opening hours are Mon-Fri 9am-5pm. You will normally be referred to this service by a mental health professional or social services. Call for a chat or to make an appointment.

● **Jewish Care Employment Project**

The Michael Sobell Community Centre
Limes Avenue
London NW11 9DJ
Tel: (020) 8922 2155
www.jewishcare.org

Employment projects include a shop, a gardening project, a computer training project and a catering project.

There is also an employment and education support service offered to individuals. The projects aim to help people regain skills and confidence so that they are able to make choices about employment.

Referrals may be made by contacting the employment projects direct, calling the Jewish Care call centre on (020) 8922 2222, or ask a Mental Health Professional to refer you.

● **First Step Trust**

42 Ravenshurst Avenue
Hendon
London NW4 4EG

Tel: (020) 8203 4563

E-mail: barnet@fst.org.uk
www.firststeptrust.org.uk

This project provides real work experience and employment opportunities for people with mental health problems and other disadvantages. The main areas of work are painting and decorating, gardening, small removals and office services. There is a growing workforce of 50 people and the aim is to be self financing within 2 years. People can contact the project direct themselves, or be referred via a key worker, day centre, GP or mental health professional.

VOLUNTARY WORK

Voluntary work can help you to gain new skills and experience and/or pursue your interests. It can be a way in to an organisation or a new job. Many organisations use volunteers, including charity shops and Mind groups. Contact the Barnet Voluntary Service Council (BVSC) for details, or simply ask an organisation you are interested in if they could use your services. Check whether or not your benefit will be affected before you start (see page 63).

● **Barnet Voluntary Service Council**

52 Moxon Street
Barnet, Herts
EN5 5TS
Tel: (020) 8364 8400
Fax: (020) 8364 8488
E-mail: admin@barnetvsc.org.uk
Web: www.barnetvsc.org.uk

COLLEGES AND COURSES IN BARNET

There are a wide range of day and evening classes on offer in Barnet. Contact Barnet College direct (see below). Your local library will have details of what is on offer and how to enroll; or contact the council's educational services, Tel: (020) 8359 3029/8359 3257.

Barnet College has four main centres:

- | Wood Street High Barnet
Tel: (020) 8440 6321
- | Grahame Park Colindale
Tel: (020) 8200 8300
- | The Montagu Road Centre Hendon
Tel: (020) 8200 8300

A smaller centre is at Stanhope Road North Finchley
Tel: (020) 8445 6068

Learn Direct

Provides free computer based training at libraries and community centres. Phone: 0800 101901 for details.

Barnet College

Offers full and part-time courses and classes during the day and in the evening. Some courses are work related, others are recreational. You can get a full or part-time prospectus by phoning any of the college's centres (see margin). There are lower fees for people on benefits.

If you are not sure what course you want to do, contact the Community Link programme (see circle, below). For ongoing help and support while on college courses, contact the learning support co-ordinator on (020) 8275 2810 or the student counsellors on (020) 8275 2826. For Careers Advice, contact Prospect Careers Services at the Wood Street Centre. (see margin)

● The Workers Educational Association (WEA)

(London District)
4 Luke Street, London EC2 4XW

Classes are open to all adults and cover a wide range of subjects. The WEA has six branches in the Borough.

Fee remission is available for those on means tested benefits. Contact the number above for information about courses and for advice.

● Community Focus Arts Centre

Tedder Studios, Wiggins Mead, London NW9 5UD
Tel: (020) 8200 8353

Courses and workshops for people with disabilities. Options include drawing and painting, creative writing, drama, photography, reminiscence, needlecraft, and dance for young and older people of all abilities. A free trial period of three weeks is offered.

The Community Link Programme

This is Barnet College's special programme of supported learning for people recovering from mental health problems, available at the Business Park and Grahame Park sites. Subjects on offer range from information technology, maths and english to yoga, drama and museum studies. A referral from a health professional will be needed.

A new course, the City and Guilds Community Mental Health Award, is for people working with or who want to work with people with mental health problems. It gives people the knowledge and skills they need to support people with mental distress and was set up with the help of the Mental Health Foundation.

Tel: (020) 8362 8026 for more details of the community link programme or the City and Guild's Community Mental Health Award.

CHAPTER TEN

HOUSING AND HOMELESSNESS

Living in unsuitable accommodation can be an additional problem faced by people with mental health problems. You may want to live independently in your own house or flat, have some independence and some support, or you may choose a residential home or hostel.

Barnet Council Housing

Barnet Council does not have enough homes for everyone and can only help those in greatest need who are deemed eligible for housing. It uses a points system to work out how great your need is. Points are given for the size and condition of your present home, and medical points are awarded depending on how serious your condition is. You can get points for mental health problems - a special panel will look at this. You need a letter from your GP explaining your condition and how suitable accommodation will help you. Your social worker can also help to support your application.

If you are not already a council tenant and you want to go on the waiting list, contact the **Housing Needs Team** at
Barnet House
1255 High Road Whetstone
London N20 0EJ
Tel: (020) 8359 2000

If you want to be rehoused and you are already a council tenant, contact the relevant Area Housing Team below:
Barnet & Finchley team: (020) 8359 5313
Grahame Park team: (020) 8359 2915
Hendon & Edgware team: (020) 8359 3631

Contact Barnet Housing Aid Centre or the Environmental Health Section if your home is overcrowded, in disrepair, unsafe or unfit.

Barnet Council's Environmental Health Offices
Chipping Barnet: (020) 8359 4796
Finchley and Golders Green: (020) 8359 4800
Hendon: (020) 8359 4398

Housing associations: The council works with housing associations in Barnet by nominating people to their vacancies.

Private-sector housing: If you are looking for non-council housing, contact Barnet Housing Aid Centre (below) or the Citizens Advice Bureaux (see Chapter 11, page 82). You can also visit estate agents and look in the local paper for private rented accommodation.

HOUSING HELP AND ADVICE IN BARNET

Barnet Housing Aid Centre

The Housing Needs Centre
 36B Woodhouse Road
 London N12 0RG
 Tel: (020) 8446 2504

This centre gives free, independent advice to Barnet residents - council tenants, homeowners or private tenants - on any housing-related problem, including legal advice and rent problems. A housing adviser specifically concentrating on mental health issues is available three days a week - ask for extension 212.

Citizens Advice Bureaux

There are four CABs in Barnet giving free and independent advice (see Chapter 11, page 82, for details). They hold lists of housing associations and housing co-operatives in the area.

Homelessness

Under the Housing Act 1996, all councils have a legal duty to provide accommodation for up to two years for people in priority need who are homeless. People with mental health problems may be classed as 'vulnerable' and therefore in priority need. If you fit these criteria, you will need a letter from your doctor or CPN to support your claim.

The council will not help you if you have deliberately done something to make yourself homeless, like leaving your last

home simply because you did not like it. This is known as being 'intentionally homeless'. To qualify for housing in Barnet you will need to have a local connection, such as relatives or having lived in Barnet previously. If you are homeless (or soon will be) contact:

The Homeless Persons Section

Barnet House
 1255 High Road Whetstone
 London N20 0EJ
 Tel: (020) 8359 4932/(020) 8359 4797

The council's Homeless Persons Section can give you advice or assistance if you are homeless or about to become homeless. If you fit the council's criteria for housing (see above), you will be provided with housing. Open 9.00-4.00pm (Closed Wednesdays).

Homeless Action in Barnet

36B Woodhouse Road
 London N12 0RG
 Tel: (020) 8446 8400

This is a day centre for any homeless person in housing need, for example those living rough or in a difficult place. The centre offers good, cheap meals, washing facilities and toiletries, good second-hand clothes, laundry facilities, and access to a doctor, nurse, dentist, optician and chiropodist. You will be told about other sources of help. The centre is independent and is run by paid staff and volunteers. It is open Mon-Fri 12.30-3.30pm. Just call in. Lunch available 12.30pm-2.00pm. Sessions for asylum seekers Mondays 9-12 and Rough Sleepers Tues & Thurs 9-12. Women only Wednesday 9-12.

Cricklewood Homeless Concern

1 Maybury Gardens
 The Chapel Offices
 Willesden, London, NW10 2NB
 Tel: (020) 3273 0049

This centre offers information, advice and support for homeless people, as well as food, clothes, laundry facilities, showers and baths, access to a doctor, optician and chiropody services. There is a day centre, two mental health support groups, various

Barnet Care and Repair:

Environmental Health Section
Barnet House
1255 High Road
Whetstone
London N20 0EJ
Tel: (020) 8359 4895

An advice and support service to help people over 60 and disabled homeowners to adapt improve or repair their own homes. Help is given by house surveys, inspection, advice on and/or supervision of building work, and help applying for grants or other funding.

Kings Cross Furniture
Unit 18, Ashley Road,
Tottenham Hale,
London N17 9LJ
Tel: 020 8493 0900

A charity which helps homeless families and others in need by supplying decent and serviceable furniture, cookers and fridges at a nominal cost. Goods are delivered free within Greater London. You will need to be referred to the project by a statutory or voluntary agency.

social clubs and a six-bed residential rehabilitation unit for recovering alcoholics. Alcoholics Anonymous and Alanon meetings (for relatives), general counselling and counselling for drug and alcohol problems are also available. The day centre is open Mon and Tue (women and children), Wed and Thur (elderly people) and Fri. The mental health support groups are on Mon 2-4.30pm and Sat 12-6pm. For full details of all the activities contact the office (number above) 10am-5pm Mon-Fri. The centre is fully accessible for disabled people on the ground floor and has accessible toilets.

HOUSING PROJECTS IN BARNET FOR PEOPLE WITH MENTAL HEALTH PROBLEMS

Barnet Council, the Mental Health Trust, voluntary and private organisations all provide supported housing for people with mental health problems. Housing projects can range from homes staffed on a 24-hour basis to self-contained flats and bedsits for people who want to live independently, but still need support. Access to these houses are based on need, and it is best to approach your mental health professional in the first instance.

- **Care for Life Project**
The Orchards
Napsbury Hospital Grounds
Shenley Lane
London Colney
Herts AL2 1AA
Tel: 01727 827892

This is a nursing home for 12 men and women resettled from Napsbury Hospital, providing rehabilitation and care for life. It is managed by The Mental Health Trust and staffed by qualified nurses 24 hours a day.

Richmond Fellowship

The Richmond Fellowship, in partnership with Barnet PCT and Warden Housing Association, run the following housing projects. Tenants have access to Mind in Barnet's Dove Close day centre as well as other day care, educational and recreational facilities in the borough (see Chapters 7 and 9).

- **Wedmore House**
9 Colindale Avenue
London NW9 5DS
Tel: (020) 8205 6605

Provides care and accommodation for tenants with severe and long-term mental health problems in four supported flats. Tenants are given support with daily living skills as well as emotional support. The house is staffed during the day.

- **Harris and Burcote Houses**
Stonecrop Close
Colindale Avenue
London NW9 5RG
Tel: (020) 8200 9451

These two houses, situated ten metres apart, together form one registered care home for ten residents with severe and long-term mental health problems who have high levels of care need. Harris is a communal house with six en-suite bedrooms and Burcote consists of four self-contained flats. The houses are staffed 24 hours a day.

- **Meridan House**
1 Stonecrop Close
Colindale Avenue
London NW9 5RG
Tel: (020) 8205 4048

This is a mental nursing home for six clients with severe and long-term mental health problems. It is staffed 24 hours a day by registered mental nurses and project workers who can cater for clients with some physical health care needs.

- **Foxlands and Rodsley Houses**
1 Cranesbill Close
Annesley Avenue
London NW9 5RQ
Tel: (020) 8200 6513

These houses together form one registered care home for ten residents with severe and long-term mental health problems. Foxlands is a communal house with six en-suite bedrooms and Rodsley consists of four self-contained flats. The homes are staffed 24 hours a day with a minimum of two staff on duty.

● **Leecroft House**

Leecroft Road
Barnet
Herts EN5 2TH
Tel: (020) 8447 0668

This is a registered care home for 12 residents. It provides care, rehabilitation and accommodation for people with long-term mental health problems - some of whom will move to more independent accommodation after developing their daily living skills.

Other High Level/24-hour Supportive Residential Care

There are many residential homes in Barnet; the following is a selection only.

● **Elmstead House**

171 Park Road
London NW4 3TH
Tel: (020) 8202 6177

This is a independent-sector registered residential home providing 24-hour staff support. Mind offers a befriending service for residents. Contact the befriending worker on 0845 6006543.

● **Elm Park Lodge**

4 Elm Park Road, Finchley,
London N3 1EB
Tel: (020) 8349 2388/8343 0788

A private residential home for 23 people recovering from both short- and long-term mental health problems. It provides 24-hour care. You will need a referral from a social worker or the community mental health team. Cantonese is spoken.

● **Lyndhurst Residential Care Home**

28-30 Woodhouse Road
Finchley, London N12 ORG
Tel: (020) 8445 2833

This is a residential care home for 18 people with mental health problems between the ages of 18 and 65. It can take people with some physical disabilities but is not wheelchair-accessible and cannot provide nursing care. You will need to be referred by a mental health professional such as a psychiatrist or a social worker. Self-referrals cannot be accepted.

● **Roland Residential Care Home**

163 Hampden Way
London N14 7NB
Tel: (020) 8368 1323

This is a care home for 5 residents with mental health problems. 24 hour care provided. You will need a referral from a social worker or a mental health professional

Independent and semi-independent Housing

● **Birnbeck Housing Association**

Birnbeck Court
850 Finchley Road
London NW11 6BB
Tel: (020) 8201 8484

Provides supported accommodation in flats and shared houses in the Friern Barnet/New Southgate area for up to 23 people with mental health problems, who want to live fairly independently. One of the houses is fully accessible for people with physical disabilities. You can contact Birnbeck direct or be referred by Barnet Council's Housing Department, social services, or a voluntary organisation. The office is open Mon-Fri and there is an out-of-hours answerphone.

● **Cherry Tree Housing Association**

Orchard Villa
Porters Park Drive
Shenley
Radlett
Herts WD7 9DS
Tel: 01923 850580

Provides accommodation for people with mental health problems or learning disabilities. There are group homes and independent units for approximately 80 tenants within the boroughs of Barnet, Hertsmere and St Albans. Core opening hours are Mon-Fri, 10am-4pm.

● **Friern Residential Care Home**

26-30 Stanford Road, Friern Barnet,
London N11 3HX
Tel: (020) 8368 6033

This is a private 18-bed residential home for people recovering from mental health problems. There are two self-contained flats where people do their own cooking, plus single rooms. Temporary respite care can be provided if there is a vacancy. French, Hindi, some African languages and Tamil are spoken by staff. The home is registered with Barnet Council.

- **Glenholme Oakdene Residential Care Home**
30-32 Woodside Park Road
London N12 8RP
Tel: (020) 8446 3401

A private residential home for 16 people aged between 18 and 65 years with mental health problems and people with a mild learning disability. It aims to help people become independent by offering support in coping with everyday living. French and some African languages are spoken.

- **Jewish Care Homes**
7A and 7B Mapesbury Road
London NW2 4HX

Jewish Care has two residential homes in Kilburn which are run on an Orthodox Jewish basis. 7A is a home for 16 Jewish people aged between 20 and 45 who are recovering from a mental health problem and can undertake their own personal care. Tel: (020) 8451 0231. 7B is a home for 25 people between the ages of 40 and 70 who have a history of mental health problems and who need long-term support. Tel: (020) 8459 2569. You may contact the homes direct, be referred by a social worker or psychiatrist, or contact the Jewish Care help-desk (020) 8922 2222.

- **Metropolitan Housing Trust Group Home**
The Grange, 100 High Street
Southgate, London
N14 6PW
Tel: (020) 8920 7777

A group home in Finchley for six people with mental health difficulties who are fairly independent. There is a full-time support worker who can offer support and advice on day-to-day problems. Outside office hours tenants can call an

emergency outreach service. For more details phone the number above and ask to speak to the support worker.

- **Adepta (formerly known as Penta Hact)**
1st Floor, Britannia House
960 High Road
London N12 9RY
Tel: (020) 8343 8897
Fax: (020) 8343 8897

A registered charity providing care and support for adults in North London, Essex, Cambridgeshire and Hertfordshire. Support packages are provided to housing schemes and also to individual service users. The Mental Health Outreach Team currently provides support to individual service users and housing schemes in Barnet, Haringey and Enfield. Referrals are usually from local authorities and to be offered housing, people must be on the Council housing list, and referred through the Mental Health Panel. Support can be provided to individuals wishing to purchase it directly.

- **Umbrella Housing Support Service**
66 Dollis Road
Finchley Central London N3 1RG
Tel: (020) 8346 3607

The Umbrella scheme provides temporary medium-support housing for homeless single people with mental health needs in a six-bed hostel at Dollis Road, above, or in 12 self-contained flats in the borough. Housing support workers are available Monday to Sunday 9am-7pm, but there is no staff cover at night after weekends. A nomination is needed from Barnet Council's Housing Department as clients must be homeless and vulnerable. People are usually rehoused into permanent accommodation after about 9-12 months.

- **Notting Hill Housing Trust**
Floating Support Scheme
Grove House
27 Hammersmith Grove
London W6 0JL
Tel: (020) 8357 5366 Fax: (020) 8357 5360
email: hwells@nhhg.org.uk

The floating supportscheme provides support for London Borough of Barnet residents, ten living independently in both temporary and permanent housing. This service is aimed at those with mental health difficulties and those with additional complex needs. We provide ongoing emotional and practical support on a flexible basis to meet changing needs of our service users.

Other mental health support

- Barnet Housing Support Team
London Borough of Barnet
Barbara Langstone House
315-317 Ballards Lane
London N12 8LY
Tel: (020) 8343 6483
Fax: (020) 8343 6484
E-mail: housingsupportteam@barnet.gov.uk

Barnet Housing Support Team offers a floating support service for tenants living in temporary accommodation who require support because of, for example, mental health difficulties. The service is aimed at helping people sustain their tenancies which includes help with claiming welfare benefits, budgeting, general counselling and assistance with linking tenants with other services to help with their care and general well being.

CHAPTER ELEVEN

MONEY, INFORMATION AND ADVICE IN BARNET

See chapter 5, page 30; Information and support services for in and out patients, and chapter 7 for support for specific groups.

Money problems are common when people have mental health problems, and add to other stresses. Your earning power may be affected; you may lose your job and have to claim state benefits. Unfortunately the benefits system is not always efficient or flexible in responding to the needs of people with mental distress.

Barnet Benefits Agency

The Benefits Agency is part of the Department of Social Security and pays all social security benefits and pensions including Income Support and Incapacity Benefit. You have to call in to collect an application form, or telephone and ask for one to be sent to you. There is help available for filling in claim forms. Leaflets on the range of DSS benefits available are obtainable from DSS offices, post offices, libraries or advice centres. In Barnet, DSS offices are split into postal districts and some districts are covered by more than one office. They are usually open Mon-Fri but opening times vary, so check before you go (see opposite). If you want to claim Job Seeker's Allowance, go to your local Jobcentre to sign on (see Chapter 9, page 65).

Disability Benefits

For independent advice on disability benefits, contact the following organisations:

- **Disability Action in the Borough of Barnet (DABB)**
954 High Road
London N12 9RX
Tel: (020) 8446 6935
(020) 8343 7632/8446 6937 (Minicom numbers)

**Benefits Enquiry
Line 0800 882200**

**This national freephone
DSS helpline gives
information on all benefits
for sick or disabled people.
The lines are open 8.30am-
6.30pm Mon-Fri and
9am-1pm on Sat.**

See Page 68 for JobCentre Plus Offices in Barnet who will be able to help you with benefits enquiries.

● **Disability Alliance**

Tel: (020) 7247 8759
Info & Advice Line: 01302 310 123

For advice on social security benefits for disabled people. Mon and Wed 2-4pm.

BARNET'S CITIZENS ADVICE BUREAUX (CAB)

CABs can give you free and completely independent advice and information on a whole range of subjects including housing, social security, employment problems, redundancy, pensions, legal problems, money or debt problems, hire purchase agreements and disablement benefits. They can also give practical help, for instance with filling in forms. There are four CABs covering Barnet. It may be possible to arrange home visits.

National website: www.adviceguide.org.uk
Barnet website: www.barnetcab.org.uk

These sites have a multilingual option - Punjabi, Gujarati, Urdu, Bengali, Chinese, Welsh and English

Barnet CAB 24hr tel service: 0870 128 8080

● **New Barnet CAB**

30 Station Road
New Barnet
Herts EN5 1PL
Tel: (020) 8449 0975

Open Mon, Tue, Wed and Fri 10am-12.30pm, first come, first seen in mornings and 1.00pm - 3.30pm, appointments only

● **Finchley Central CAB**

23 - 25 Hendon Lane,
London, N3 1RT
Tel: 08701 288080

Open Mon, Wed, Thurs 10.00am - 3.00pm, first come, first seen

● **Grahame Park CAB**

The Concourse
Grahame Park
London NW9 5XA
Tel: (020) 8205 4141

Open Mon, Tues, Wed 10.00am - 3.00pm, first come, first seen

● **Hendon CAB**

40-42 Church End
Hendon, London NW4 4JT
Tel: (020) 8203 5801/8202 5177 .

Open Mon, Tues, Wed, Thurs 10.00am - 12.30pm and 1.30pm - 4.00pm.

Independent Advice Centre

● **East Finchley Advice Centre**

42 Church Lane
London N2 8DT
Tel/Fax: (020) 8444 6265
Website: www.efasorg.uk
E-mail: help@efas.org.uk

Independent advice centre offering free general and specialist advice on benefits, housing, immigration and legal matters. There is an employment adviser who can support people looking for work or wanting to change career. Opening hours are Mon-Fri 10-12.30pm and 1.30-4pm, Tue 7-8pm (legal advice) and Thur 7-8pm (general advice). Phone at other times to book an appointment. Some Asian languages and most European languages spoken.

BARNET COUNCIL SERVICES

The council's telephone switchboard number is (020) 8359 2000. Most council services have individual numbers which can be dialled direct. The council's emergency service is available out-of-hours on the above number.

Action Points

Action Point can give you up-to-date information on council services, councillors and your MP. A range of council leaflets is available and staff can help you fill in council application forms. At the Action Point centres below there is a direct-dial telephone to link you to all council services, and computers connected to the council's websites (see below).

Housing Benefit and Council Tax Benefit
If you are on benefits, or on a low income, you may be entitled to claim help with your rent and council tax from Barnet Council. The office to contact depends on your postcode:
For NW7, NW9, HA8, WD6 and Edgware, Tel: (020) 8359 2758.
For EN5, EN4, N14, N20, Tel: (020) 8359 2763. For N2, N3, N10, N11, N12, Tel: (020) 8359 2745.
For NW2, NW3, NW4, NW11, Tel: (020) 8359 22796.

Action Point Centres

There are four action points in the borough (locations below).

For action point and all council information
Tel: (020) 8359 2000.

- | Town Hall, Hendon.
- | Chipping Barnet Library
- | Golders Green Library
- | Edgware Library

At **Action Point** you can use the community information database, **InfoLINK** to access a range of information including:

- doctors in your area
- voluntary organisations and support groups
- council services

The system is easy to use and Action Point or library staff will be happy to help you.

Travel Permits

If you have had a serious mental health problem for longer than two years and meet other criteria, you may be entitled to a travel permit. Women over 60 and men over 65 who are Barnet residents are also entitled to a free travel permit. People who have a disability which affects walking may be entitled to a travel permit after having an assessment. Permits allow you to travel free within Greater London and for reduced fares on London Transport buses outside the Greater London area. Permit holders may also travel free on the underground and mainline services in London. For more information contact Community Services, Barnet House, 1255 High Road, London N20 OEJ, Tel: (020) 8359 4272.

Barnet on the Internet

The council's two websites (below) can be accessed free at Action Points and libraries in the borough.

Barnet Council's website:

www.Barnet.gov.uk

The council's website gives information on all the council services, including social services and community care.

Barnet Lifestyle website:

www.Barnet-lifestyle.org.uk

Barnet's community website has information on a broad range of health and lifestyle issues, including a copy of this guide and other information on mental health. There are also links to other sources of mental health information and support groups.

Mind in Barnet also has a website:

www.mindinbarnet.org.uk

For information on all aspects of Mind's organisation and services, as well as access to this guide.

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(n) = national organisation. The others are Barnet-based organisations.

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Addendum

Name of organisation: Barnet Voice for Mental Health

Name of project: Kaya House

Brief description of the service provided by our organisation

Barnet Voice for Mental Health is led, managed and run by people who have experienced different levels of mental distress themselves. Kaya House, run by Barnet Voice is a new weekend project which is located in North Finchley.

Kaya House offers a safe haven for people experiencing a mental health crisis or for those who want to prevent a crisis from occurring. We offer weekend accommodation for up to four people from 1pm on a Friday afternoon through to 12pm on a Monday afternoon. During public holidays we aim to stay open longer so that people can be supported when other services may be closed.

Anyone wanting to stay at Kaya House can refer themselves.

Opening Times

We are open to guests from 1pm on Friday until 12pm Monday.

We accept referrals from Monday to Thursday 9am-5pm, at other times a message can be left on the answer machine.

Contact details

The address is kept confidential so as to protect the privacy and safety of all who use Kaya House.

Telephone Number 020 8445 6386

House manager Vincent Hill

Project Manager Jane Jackson



FEEDBACK AND ORDER FORM

Your views, comments and suggestions about this guide would be welcomed.

● **Your views**

What did you think of the guide?

● **Changes**

Organisations or information to be added or deleted in the 5th edition

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This 6th edition has been updated by Mind in Barnet's Administrative Team.

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We have done our best to ensure that the information contained in the Guide is correct as of July 2007, and we apologise in advance for any mistakes. The Guide will be updated and reprinted in 2008 so please let us know of any mistakes or changes by returning the feedback sheet on the last page.

The Guide is also available via our website. www.mindinbarnet.org.uk